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To: Jim D'Agostino  
From: Joan Gerner

Date: May 23, 1994

Subject: Michael Gelb's High Performance Learning Seminar: Phase 3

Thank you for including me in Michael Gelb's High Performance Learning Seminar last week.

The information was so concentrated on winning, and was parallel to achieving professional and personal excellence which is the path to creating exceptional leaders. It was so stimulating to hear this concept out loud; it's not preached in the halls of normal CM firms. It also made me aware we already have role models in our company for exceptional leaders and there are many potential leaders on the way up the ranks in our firm. We are so far ahead of our competition in the quality of people we offer our clients.

Mind mapping has given me comfort with my subject (whatever it may be) and allows my mind to stay clear as opposed to suffering from clutter. The ideas translated to us on rehearsal, setting the stage, body language, voice tone, centering and blending - being prepared for the unknown and finally transforming fear were valuable lessons which I will never forget. I also learned how valuable it is to not only set yourself up for success but even more important, to set the team up for success.

The Alexander Technique was practical and logical, but one needs to have that kind of information introduced to them as another high performance zone, one of grace which translates to clients as ease, capability, graciousness and comfort with ourselves and our subject.

I have told clients about the special training LMB is giving to our staff; the clients I have discussed this with are duly impressed. This is yet, another item to add to the list that makes us stand out from our competition.

The seminar confirmed for me that confidence is power and all these qualities translates into exceptional leadership. Thank you for inviting me - it was very worthwhile.

A handwritten signature in cursive script, appearing to read 'Joan'.

cc: Michael Gelb

Dear Michael,

Thank you for sharing your very special, powerful gift with us. It has been an honor for me to attend these seminars which you have so carefully planned for us.

Best Wishes,

A handwritten signature in cursive script, appearing to read 'Joan'.

