

Hi Mikal

Some comments on the benefits of the training and support you have provided Northpine would include:

- Employee engagement has definitely improved which is shown in our latest staff survey and in reduced absenteeism.
- Increased trust and openness between the company leadership team has improved discussion and decision making.
- The introduction of a common language and understanding around “emotional intelligence” has assisted us all to express what we are feeling and why we are reacting.
- The acceptance and support for our “culture change” efforts is strongly correlated to the support provided by Mikal.

Cheers

Bruce Larsen

General Manager  
Northpine Ltd.