



Mr. Todd Smith
Ripple Effect Consulting

13 Nov 2014

Dear Todd:

I would like to thank you and your team for leading the GROW Management Development Program for 23 of iDE Cambodia's leaders and emerging leaders.

I liked the way the training program was structured, combining workshops, small groups, individual coaching, and social events in three successive waves over a five-month period. Using multiple methods to present and reinforce concepts over an extended period helped to embed new ideas into our mind set, language, and practice.

I liked that the training program promoted a mature approach to management and leadership. Participants were encouraged to develop their strength of character, accept responsibility, and focus on performance improvement.

I also liked the flexibility that you and your team showed in customizing the training content to our needs. We worked together to adapt the training topics in each new wave based on experience gained in the preceding wave.

In addition to the new ideas and skills gained by each participant, a major outcome of the training for iDE has been a move to incorporate a more systematic approach to "staff coaching" within our organization.

This is the second time that we have used Ripple Effect services. Both times, we have been very satisfied with the quality and creativity of your work and the personal attention that we received. I have no hesitation in recommending your services to other organizations. We wish you and your team good success in the future.

Yours sincerely,

A handwritten signature in blue ink that reads "M. Roberts".

Michael Roberts
Country Director