

Date: November 28, 2006

Re: Learning Journey Inc. Referral

In 2004, our company, Gross-Given Manufacturing Company, began working with Lisa-Jean Smith at Learning Journey Inc. to assist us in the training and development of our workforce. Lisa Jean demonstrated to be an exceptional trainer with a vast knowledge and expertise in training and development.

Our company was in the processes of embracing lean manufacturing principles. Lisa Jean provided the company with the skills needed to promote a learning environment and to adapt to change. Each training session brought in concepts from previous training sessions which built upon one another allowing the training to have a continual flow and development. Without the training Lisa Jean provided our probability of successfully changing the culture and work processes would have been greatly reduced. The following is a list of training courses provided:

- * Interaction Skills for Success (All Employees)
- * Adapting To Change (All Employees)
- * Conducting Performance Reviews
- * Setting Performance Expectations
- * Building Winning Partnerships
- * Leading Change

Lisa Jean was quickly able to build rapport and involvement from the participants. She created an environment in which participants were engaged and used a variety of training methods. As the training facilitator, Lisa Jean made it a point to know the company culture, objectives, and needs. This allowed for professional outside training that was very specific and tailored to meet our needs.

We highly recommend Learning Journey Inc. and Lisa-Jean Smith for professional learning and development training programs.

Sincerely,

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