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19 March 2009

Mark Wingfield
Director
MAX Conflict Management
The iD Centre
rtc Business Park
London Road
Derby
DE24 8UP

Dear Mark

Staff here thoroughly enjoyed the Fear Adrenal Stress Training delivered to our team by yourself and Craig last month. As well as enabling us to gain some useful skills, the training also proved to be a good team-building exercise.

The scenarios you created during the role play exercises brought a sense of reality to the training session, as they were particularly relevant to our work. We came away feeling empowered and much more confident in our ability to assert ourselves when faced with a hostile situation.

A few comments from staff following the session:

"As well as being a lot of fun, the training provided me with some easy to remember techniques to enable me to defend myself if needed, and the confidence to put these techniques into practice."

"I feel I have the confidence to assert myself if need be."

"I didn't think that I had the strength within me to deal with potentially threatening situations, but I am now confident that I have the skills needed to enable me to defend myself if I needed to."

With best wishes

Yours sincerely

A handwritten signature in purple ink that reads "Nathalie Walters".

Nathalie Walters
Business Manager