



To whom it may concern,

I am writing to express my great satisfaction with Summit Training.

Last year, I engaged the services of Summit to help me in building a program for those managers across DHL Middle East that had been identified as 'high potential'. We needed a training program that didn't just deal with the regular leadership principles, but one that focused more on Emotional Intelligence and the power of influencing and persuasion to enhance personal, team and company performance. Scott and his colleague worked with me on identifying the exact deliverables that I had wanted from the training program and presented me with a proposed intervention, which was very much in line with what I was searching for.

The facilitation of those six days (in two modules of three days each) was superb. Standing in front of 24 of our most discerning middle managers across the Middle East area, Scott and his colleague proceeded to not just give the participants food for thought, but also assisted the group to bond in a way that allowed for more open and helpful learning to take place. There were many 'a-ha' moments and the participants left at the end of the sixth day knowing a lot more about their own behaviours and mannerisms, some of which were standing in the way of their elevated performance in the past.

I am very happy to recommend Summit to any organization that wants to truly push its leaders to look inward and find how they can raise their performance to the next level. This first group from DHL that Scott and his colleague worked with comprised many different nationalities, with a variety of age ranges and years of service in the organization. Yet, these two gentlemen were able to involve everyone, creating a very interdependent group of leaders who happily opened up and exchanged learning points.

As a result of this successful first program that Summit ran for us in 2008, I have since then recommended them to other divisions of our organization, who have already signed a contract to run some leadership programs for them. I am also in the process of discussing further training programs with Summit, something I am very much looking forward to doing again.

Should you wish to discuss any of the above further, or feel like you'd like some more information on my very positive experiences with Summit so far, please feel free to contact me directly.

Best regards,

Basil Al-Azem
HRD Manager – Middle East,
North Africa and Turkey