

16740 E. Hardy Street  
P.O. Box 60068  
Houston, Texas 77205

July 20, 2006

Dear Mark,

I wanted to share these thoughts with you about the Leadership, Management and Coaching program held at Smith:

We feel that your program has “shocked” our management curriculum to life. Your powerful and unique process is not for the faint of heart. It will break through the preverbal walls of the typical leadership, management and coaching styles. Unlike any other leadership, management and coaching program, the concepts are complex and intense. Within our organization, it has been quoted as being “the best course ever taken on leadership” and “a great experience”.

Lacey Hedrick  
Corporate Training and Development Manager  
Smith International, Inc.