



July 19, 2006

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Dear Jacques:

It has been three months since you worked with our management team on the principles of your Act Model and I wanted to follow up to give you my impression of the results so far. I think everyone was a bit skeptical about the program due to their past negative experiences with "professional development" programs. All I can say is WOW, what a difference in my team.

To summarize the issues with past programs, there is a lot of positive hyperbole during the presentation, but little in the way of actionable tools to create the desired changes in behavior. This is where your Act Model is fundamentally different and where I believe the true value is. Everyone who participated was captivated by your presentation and could quickly relate what you were saying to both their professional and personal lives. But most important, everyone left with a set of tools they could use to put what they learned into practice every day and create permanent habits.

Some of the big changes I have observed within the management team are a more relaxed, positive and focused attitude, greatly improved inter-team communication and team "self management". I think it is very interesting how the management team uses the Act Model principles to guide decisions and keep the individual members on track without judging or criticizing anyone, it's all just "feedback", not positive, not negative. Achieving these changes within the group is no small feat and the improvement in everyone's performance speaks for itself. They are turning into truly "high performance" managers.

I would highly recommend any company that's looking to improve the performance of their management team and their business should consider the Dallaire Consulting program. The Act Model is by far the most effective program we have participated in, providing our management team and business with a sustained improvement in performance that is measurable. From my perspective, that's value you can take to the bank.

Sincerely,

Steve Washburn
President/CEO
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