

From: Mike.O'loughlin@csiro.au
Subject: Feedback
Date: 23 January 2009 4:51:22 PM
To: john.williams@jhw.com.au
Cc:

Hi John

I thought I should pass on some feedback from my staff.

We have spent the day thinking about how we can improve the way that we audit, what sort of training we need etc. and the staff were asked whether they felt your course was valuable. I have never heard such a positive endorsement given on any other course. Alison spoke passionately about how she was allowed to contribute, even though the rest of her team were much more senior. How she feels her confidence with interviewing and holding meetings has grown. Leigh expected to be able to sit back and cruise through the course, but each module was handled so well that he was engaged 100% right throughout and worked till nearly midnight on the case study without even noticing it. John also thought he learnt real practical skills that he has brought back an applied.

Their enthusiasm was so great (almost religious!) that the 3 remaining staff will be booking themselves on a course next week, and probably giving up on the idea of the non-residential option because they want to get the same value out of the course.

So thanks, and well done!

Best regards

Mike

*General Manager Risk Assessment & Audit
CSIRO
Minerals Building, Bayview Ave, Clayton*