

To whom it may concern,

Re: Marilyn Smyth

We first met with Marilyn in the spring of 2005 and have worked together on a variety of training projects since.

The target audience has been managers including those in local government, from junior grades to deputy director level.

All of the training projects are integral to our management development portfolio, all of which is accredited by the ILM (Institute of Leadership and Management). Marilyn is one of very few partners included on our accredited staffing matrix – our list of official ILM trainers.

Examples of the training include:

- Design and delivery of training on Leadership Skills
- Design and delivery of training on Employment Law
- Delivery of Performance Management workshops

Feedback from delegates and client 'sponsors' has always been outstanding. In particular, delegates appreciate:

1. Marilyn's unique and engaging style of delivery
2. Marilyn's unmatched expertise and credibility in the arena of HR management and employment law
3. Marilyn's extensive and successful track record as a manager in local government
4. Marilyn's genuine desire to deliver training that makes a positive difference to delegates and their stakeholders

In turn, we continue to marvel at Marilyn's integrity, thoroughness and commitment. Simply, our experience is that she does whatever it takes to get the job right, and always with good humour (even in the face of extraordinarily tight deadlines).

We are delighted to recommend Marilyn to you.



Steve King
Director, Bespoke Training and Development Ltd.

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