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RECREATION AND COMMUNITY  
SERVICES DEPARTMENT  
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## City of Belleville

To whom it may Concern,

February 12, 2008

Commencing in the fall of 2007 and at the suggestion of Steve Hyndman our CAO, I was introduced to Neville Knowles, Executive Coach and Team Development Facilitator.

Our Department had been subjected to considerable change throughout 2006/2007 beyond much of our control which resulted in a difficult situation. As a management team we were suffering from communications challenges, team dysfunction and elements of disrespect, distrust and low moral. Our team results, focus and productivity consequently were suffering.

Neville initially met with me and then each of the six managers within the team conducting initial discovery sessions. As an outcome it was determined that a four month intervention of Executive Coaching for me and a series of Team Development workshops were required over the four month timeline to reorient us as a team outstanding! Outcomes of the process include greater respect, understanding, trust and results orientation. Team commitment and accountability in service to results creation are improved. We now have an understood team model, ensuring our transition is sustainable.

Further, the benefits of this process have had a significantly positive effect on our departments down stream teams and upstream as well.

I would highly recommend Neville Knowles to any organization looking to improve their team's attitude and productivity results.

Yours truly,

A handwritten signature in black ink that reads "Marjorie Buck".

Marjorie Buck, Director  
Belleville Recreation and Community Services