

*What our clients have to say...*

# TESTIMONIALS

*We have attached a few letters clients have sent us over the years. Take note of the consistency; look for the impact on the audiences; notice the results!*

## *Extraordinary Results*

*"I received accolades for finding such a fantastic speaker."*

Lisa A. George, Senior Vice President  
M&I Bank

*"...they were instantly captivated by the practical theories and their ability to implement them to their daily work lives."*

LuAnn Foster, Vice President  
AmeriCredit

*"You were a huge success. After attending your presentation, our supervisors have the knowledge, motivation, and tools to make our corporation a better place. Thanks again, you are awesome!"*

Eugene E. Price, Director  
AMTRAK

*"...boosted moral and engaged the employees to become self accountable, responsible, and motivated."*

Denise Brock, Director  
HIGHMARK Blue Cross Blue Shield





Kingsley Hall • 20 Bailey Lane  
Manchester Airport • Manchester M90 4AN  
United Kingdom  
Tel: +44 161 435 5000 • Fax: +44 161 435 5050  
accenture.com

27 February 2008

Neil Dempster  
24573 North 119<sup>th</sup> Place  
Scottsdale  
AZ 85255-5926  
USA

Dear Neil,

Firstly apologies for such a belated note but I wanted to express my sincere thanks to you for the EffortWorks Training and Overview sessions you gave to our employees in Warrington 15<sup>th</sup> - 18<sup>th</sup> January 2008. Since delivering the sessions, many of our employees have commented on what an inspirational speaker you were and how enjoyable they found the sessions.

Neil, you were able to put across a powerful message in an captivating way. Despite the very hectic schedule we created for you, you keep the employees fully engaged throughout the sessions while making it a fun, engaging and memorable experience for all.

Having seen you present previously, I had no doubts that you would continue to be such an inspirational speaker on a subject that is clearly very close to your heart, but I was not prepared for your endless enthusiasm and energy. You had the audience actively participating throughout all the sessions. Here are a few of the comments that people made on the evaluations:

- The whole of this course was inspirational. Faultless delivery of this given by Neil with his drive and enthusiasm, makes you want to give this effort
- Neil was great at keeping the 2 days fresh and ideas constantly flowing
- A well presented course including excellent materials and organization. Very enthusiastic tutor!

It was such a great pleasure working with you and your support team. Thank you for all of your efforts in making this event a huge success. Based on the comments of the attendees, we will certainly be recommending you to other Units within our Organisation.

Neil, on behalf of the Management Team, I appreciate the valuable contribution you have made in taking our employees on that important step in transforming the business for our Client. Once again, the knowledge, information, and enthusiasm you shared really had a very positive impact on our employees and left them all in no doubt what they now need to do going forward on our EffortWorks journey.

Yours sincerely,

Accenture

A handwritten signature in black ink, appearing to read "Mike", with a horizontal line underneath it.

Mike Dean

Keep up the Effort, Neil!

CHOICE HOTELS  
INTERNATIONAL

Subject: Neil Dempster  
From: Don Brockway, VP, Reservations Development  
Re: Reference Letter  
Date: March 31, 2008

*D. E. Brockway*

It was both my personal as well as professional pleasure to have worked with Neil Dempster from 2001 to 2006. His contribution and creative motivational techniques provided huge results in improving sales conversion for the Choice Hotels International Voice Call Center Operations.

The Signature Sales Training Program that Choice introduced would not have provided the conversion improvements without the use of Neil's formula of ability x effort = results (improved conversion from 33% to 40% within one year). He also was instrumental in teaching me as well as my entire network management team about the power of using incremental improvement methods. As the Vice President of Worldwide Reservations Operations, I used Neil in a variety of ways; most notable was as a facilitator for my annual planning meetings. He also served my organization in management training and development, employee motivation and as a consultant. His open dialogue created some lasting personal and professional relationships with my key direct report team members consisting of call center Senior Directors, Training Managers and Human Resource Directors.

Neil taught me that results and accomplishments should have no limits and our 40% conversion achievement proved that potential is limitless. Neil is the ultimate motivator and creative thought provoker. I also thoroughly enjoyed his stimulating conversations and friendship we have developed over the years. He is truly a special individual who reinvented the way I do business and live my life.



## TABOR SERVICES INC.

Keeping Children Safe...Strengthening Families...Promoting Independence

John D. Trainer, Esq.  
President

William A. Haussmann, ACSW  
Executive Director

601 New Britain Road, Doylestown, PA 18901 • 215-348-4071 — [www.tabor.org](http://www.tabor.org) — 57 East Armat Street, Philadelphia, PA 19144 • 215-842-4800

October 8, 2008

Neil Dempster  
Clearview Performance Systems, Inc.  
24573 North 119th Place  
Scottsdale, AZ 85255-5926

Dear Neil,

It is with great pleasure that I am writing to thank you for the seven hour workshop you presented to our staff on Monday, 10/6: "Grow With the Flow: Becoming a 'Quick-Change' Artist". I simply cannot convey the atmosphere of excitement you left us with at the end of the day. Days later, staff are still discussing the event, and I have heard nothing but positive comments. Even those staff that came to the training only with great reluctance have had only positive things to say about the experience. You not only taught the audience the importance of positive attitude and effort, but also demonstrated the effects through your experiential presentation.

I cannot thank you enough for the generous donation of your valuable time to the Tabor Children's Services organization. As a non-profit organization, our funds go primarily for direct client services. Without generosity such as yours, our staff would never get such an opportunity. If there is ever any way that we can return the favor, please do not hesitate to ask. If photographs can be obtained from the video that was recorded, we would be happy to include them in our next newsletter. As we discussed the day of the event, I am looking forward to the follow-up debriefings.

You are truly a gifted speaker, and your passion is evident in every aspect of your work. Once again, thank you for everything.

Sincerely,

Robert E. Haussmann  
Chief Information Officer



January 4, 2006

Clearview Performance Systems  
Mr. Neil Dempster  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ 85255

Dear Neil,

I would like to thank you for the outstanding presentation you gave at our reservations office in Riverside, California in 2002. You really made a positive impression on our supervisors. Your "Effort Works" presentation was delivered with such enthusiasm. Our office has been a buzz ever since with talk about your inspiring and motivating presentation.

We have had many consultants in our office but, none who have made such an impact as you have. You made it easy for everyone to understand and kept it interesting. You have a way of captivating your audience like no one I have seen. Most of the people attending went in with the anticipation they were going to have to sit through another boring presentation by another consultant. When they came out, they were all raving about it.

It was a pleasure working with you. You were a huge success. After attending your presentation, our supervisors have have the knowledge, motivation, and tools to make our Corporation a better place. Thanks again, you are awesome!

Sincerely,

A handwritten signature in cursive script that reads "Eugene E. Price".

Eugene E. Price,  
*Director, WRSCC*

**Dental-Net, Inc.**

Managed Dental Care Services

A Company of the  
Principal Financial Group

January 12, 2006

To Whom It May Concern:

The purpose of this letter is to express our appreciation to Neil Dempster, of Clear View Performance Systems. Neil worked with our leaders presenting information on several occasions in Tucson, Arizona. The sessions focused on results and efficiency in an effort to help leaders interact with their staff. The audience consisted of leaders as well as some of our dentists who lead in the organization.

Mr. Dempster is a high-energy presenter. He is able to reach out to his audience on many levels and engage them. He asks thoughtful questions, provides anecdotal stories, and holds the group's attention. In addition to his high-energy presentation, he also provided professional handouts and materials for the staff to take back with them and keep as a resource.

I may be reached at (520) 407-2564 to further discuss the qualities of Mr. Dempster and his services.

Sincerely,

A handwritten signature in black ink that reads 'Joy S. Williams'.

Joy S Williams, SPHR  
Human Resources Manager  
Dental Net, Inc

TUCSON - PHOENIX - STATEWIDE

4720 N. Oracle Road, Suite 100

• P.O. Box 35760

• Tucson, AZ 85740-5780

• (520) 696-4300

• FAX (520) 696-4311

Received Time Jan. 12.

7:44AM

equal opportunity Employer



# SmartHealth®

January 6, 2006

Neil, your presentation of the EffortWorks® Program on April 21, 2000 had a profound affect on the coaching skills of our managers. With so many demands on managers today, EffortWorks® has helped our managers focus their time and energy on projects and people that make the difference for our company. Not only was the material fresh, your lively presentation was captivating. The imagery you use makes the concepts you teach memorable. Because of our experience, we recommended your program to our sister company in Calgary, Sharper Cards where you also received high marks on your 2004 presentation.

On a more personal note, the countless hours you have served as a volunteer to our statewide SHRM organization as a board member and Director of the School to Work Program are greatly appreciated. Your professionalism is admirable and working with you has always been a great pleasure.

Sincerely,

A handwritten signature in black ink that reads "Meg Maxwell, SPHR".

Meg Maxwell, SPHR

VP of Human Resources

SmartHealth





## Indiana State SHRM Conference

Neil Dempster  
24523 N. 119<sup>th</sup> Pl.  
Scottsdale. AZ 85255

Dear Neil:

Thank you very much for making me look good. As the program chair, I am responsible for finding and presenting high quality speakers for our conference. We are the 3<sup>rd</sup> largest SHRM Conference in the nation, with more than 700 attendees and, at the same time, very high standards for the message and the platform skills that the speakers present.

Of course, I care the most that the attendees get good information that they can use while being engaged and entertained. You did an excellent job at both – your message was perfect as a closing keynote, and your personal style and platform skills sent a message of warmth and competence.

I am pleased to recommend you highly to any other client that is looking for an entertaining and competent presenter, and would welcome any reference phone calls or emails from prospective program chairs. They can contact me at 317-250-9081 or [kahlrichs@psmin.com](mailto:kahlrichs@psmin.com).

All the best!

A handwritten signature in black ink, appearing to read "Karl J. Ahrichs".

Karl J. Ahrichs  
Program Chair, Indiana State SHRM Conference





December 30, 2005

Clearview Performance Systems  
24573 N. 119<sup>th</sup> Place  
Scottsdale, AZ 85255  
Attn: Neil Dempster

Dear Neil,

Thank you for sharing your "Effort Works" presentations with our Team Leaders. The material was engaging and totally applicable to the Team Leaders daily responsibilities.

They were instantly captivated by the practical theories and their ability to implement them to their daily work lives. The activities were fun and drive the message home.

We expected presentations that would enhance results/relationships in our call center but your enthusiasm exceeded our expectations. Then surprisingly I found myself in the position to attend two of your presentations, "Potential Has No Value....Kinetic is Where It's at" and "Whiners to Winners" at the Davox Convention! I was wowed twice more, excited to take your ideas back to my call center.

It was truly a pleasure to work with you. I appreciate your contribution to making our call center a better place to work.

Thank you,

A handwritten signature in cursive script that reads "LuAnn Foster" with a small flourish at the end.

LuAnn Foster – VP  
AmeriCredit

LF/jp

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# CHOICE HOTELS

I N T E R N A T I O N A L

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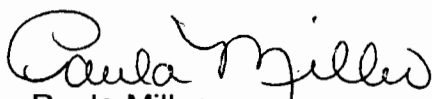
December 29, 2005

Neil,

"Thank You" just does not seem adequate enough to convey how we feel about you and all the work you have done for us over the past three years. Your keynote presentations, your facilitation of high level management meetings, and your training of all the managers and supervisors on EffortWorks Leadership Development and performance management have all helped to change the culture of Choice Hotels. We have learned with your help how to gain the most performance by incremental improvement. I have had many managers, directors, and employees comment on your incredible knowledge and your ability to motivate and inspire. It is really amazing to see the change in attitude in the individuals after they have attended one of your sessions.

Neil, you have proven yourself a man of rare insight, able to put across a powerful message in a captivating way. You have the unique ability to craft your message to be easily understood, while making it a fun, interesting, and memorable experience. I'm still hearing comments from some of the 800 plus employees who have attended one of your sessions like, " I really appreciated Neil's high-energy presentation." and "Neil was a fantastic presenter with knowledge, humor and enthusiasm - the time flew by!" and "Bring this guy back! I got more out of this session than all the others combined." There is no finer compliment, obviously since we continue to bring you back year after year.

It has been such a great pleasure working with you over the past 3 years. You have become part of the Choice family. Thank you for all of your efforts in making Choice Hotels a better place to work. Once again, the knowledge, information, and enthusiasm you shared really had a huge impact on all our employees - you showed us how to grow and develop performance.



Paula Miller  
Call Center Development  
Choice Hotels International



**Corporate Office**  
1343 Hallmark  
P.O. Box 5D  
San Antonio, Texas 78217

Phone (210) 344-4712  
Fax (210) 341-9716  
Advantage Reservations (800) 777-5500

December 30, 2005

Neil Dempster  
Clearview Performance Systems  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ 85255

Dear Neil:

I do not believe I ever told you how much we learned from your presentations during our National Managers Meeting. It is hard to select the presentation that was most meaningful but, if I had to select, I would choose the presentation entitled "Making Time Your Friend". Our managers received practical information that they could take home with them and use immediately. Many of your techniques are still being used today by our managers.

As you know or may not know, you were selected based on the numerous phone calls we had as well as the preview information that was provided. I actually never heard any of your presentations so, needless to say, I was nervous when your first presentation was given. Any fears or anxiety that I might have had disappeared midway thru your first sentence. That is all the time it took to convince me that we had made the right decision in having you at our meeting. Your enthusiasm is catching and many of our managers had positive comments about you and the material that you presented.

It was a pleasure working with you. You made our meeting a total success and if we ever plan another retreat, I am sure your name will be among the top candidates as a guest presenter.

Sincerely,

Louis Pisano Jr.  
Director of Human Resources  
Advantage Rent-A-Car



Denise Brock  
120 Fifth Avenue  
Pittsburgh, PA 15222  
December 22, 2005

Neil Dempster  
Clearview Performance Systems  
24573 North 119th Place  
Scottsdale, AZ 85255

Dear Neil:

Thank you for assisting Highmark with the launching of a new business unit within the organization in July, 2005. As you are aware, in addition to a new product being provided to our customers, this department incorporated new personal policies, procedures, and other human performance components. Neil, you were instrumental in igniting the desire of our employees to embrace and put into operation the basic elements of a high performance organization through Effortworks.

Your enthusiasm in both the definition and delivery of the Effortworks program not only boosted moral but engaged the employees to become self accountable, responsible, and motivated. Your energy and message delivery to "jump start" our management staff and employees was a critical success factor in achieving the goals of this new unit and we could not have done it without your insight and leadership. Your humor, candidness, and enthusiasm made this not only a learning opportunity, but also made it fun and personal.

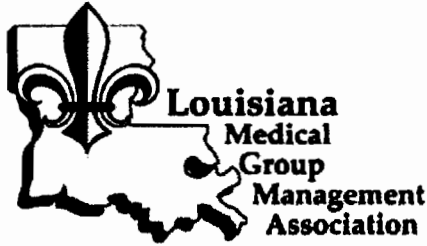
Neil, you promised the management staff that after our initial discussion of Effortworks we would immediately be able to leave the room and use the principles of the program. You were right on target! As you advised prior to the session, we could also use these ideas in our personal life. Many of us already have and have had a positive impact on our families and friends.

It was a great pleasure in working with you in the past and I look forward to our future engagements in helping Highmark strive to be a premier organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Denise Brock". The signature is fluid and cursive, with a large initial "D" and "B".

Denise Brock  
Director, Account Initiation Processes



Louisiana MGMA  
PO Box 60275  
Lafayette LA 70596  
Tel 337.984.9777  
[www.lmgma.org](http://www.lmgma.org)

Board of Directors:

December 26, 2005

*President*

Tom Baggett, MPA  
CVT Surgical Center  
Baton Rouge, Louisiana

Neil Dempster

Clearview Performance Systems  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ 85255

*Vice President*

Kenneth T. Hertz, CMPE  
KTH Consulting  
Alexandria, Louisiana

Dear Neil,

Your presentations at our 2001 conference in New Orleans received the highest ratings possible. Few speakers reach this level but you easily nailed it with your infectious enthusiasm and energy, not to mention the valuable insights and information our attendees received.

*Treasurer*

Kathy Boudreaux  
Dr. Barry J. Henry Office  
Lafayette, Louisiana

The remarks from our members on their speaker evaluation forms tell the story. And let me add that they do not routinely hand out praise. They're a tough audience! Here's a brief sampling:

*Secretary*

Lenora Poole, CMM  
Dr. Randolph H Alexander  
Lake Charles, Louisiana

- Awesome speaker
- Good — because I needed to refocus on coaching
- Extraordinary speaker
- . . . fast paced with excellent ideas . . .
- He gave us a great deal of information that many of us can take back to our offices and implement right away
- Neil offered a new way to view the trap many managers find themselves in when dealing with staffing needs
- This is a topic that could/should be revisited often by all in a leadership position
- Dempster woke everyone up - he set the conference pace.

*Directors*

Judy A. Fern  
Drs Barrocas & Pranikoff  
Metairie, Louisiana

Maxine Minton  
Family Doctor Clinic  
Thibodaux, Louisiana

Lisa S. Conner  
Urology Center SW LA  
Lake Charles, Louisiana

Andy Waldo  
Gastroenterology Clinic  
Monroe, Louisiana

As life seemingly gets more stressful and complicated, your presentations enable and inspire managers to re-focus with a new burst of motivation. And that is no small thing, for it has a ripple effect! Continued success.

Dottie Davis  
Culicchia Neurological Clinic  
Marrero, Louisiana

Sincerely,

*Suzie Smith*

Suzie Smith

Executive Director

Louisiana Medical Group Management Association

*Executive Director*  
Suzie Smith  
LMGMA State Office  
Lafayette, Louisiana



# NAUTILUS INSURANCE GROUP®

Nautilus Insurance Company    Great Divide Insurance Company

December 19, 2005

Mr. Neil Dempster  
Clearview Performance Systems  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ 85255

Dear Neil,

Let me start by giving you a great big thanks for helping make our 20<sup>th</sup> anniversary celebration in Sedona a huge success. Your keynote presentation on October 10, 2005 – Grow with the Flow – was right on target for both our guests and Nautilus senior staff who were in attendance.

Part of the reason for the overwhelming positive response we've received was your willingness to understand our business model, right down to taking the time to personally interview not only our President/CEO, Tom Kuzma but some of our General Agents as well. Neil, you took the time to craft your message to coincide with our companywide "Good to Great" initiative as well as the "Growing Forward" theme of our event. Your enthusiasm and energy were contagious and we received many positive comments from our guests.

On behalf of everyone involved in our event, it was a real pleasure working with you. I look forward to the opportunity to continue to have you share your knowledge and ideas with Nautilus as we stay the course from "Good to Great."

Sincerely,

Bonnie McKill  
Marketing Manager  
Nautilus Insurance Group

/BRM



Financial Services Department

December 23, 2005

Clearview Performance Systems  
Neil Dempster  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ 85255

Dear Neil,

I enjoyed talking to you the other day; I was reminded of how energetic and motivating your February 2000 *EFFORTWORKS* presentation was for the City's management staff. Thank you for an outstanding session!

As the new Special Assistant to the City Manager, I was tasked to put together a management development program. *EFFORTWORKS* was the first session that I scheduled and thanks to you, I accomplished my assignment very successfully! This program was just what the doctor ordered to get our management team to take a *few extra minutes (ok, maybe hours)* to reassess their leadership skills and recharge their internal motivation. After your presentation, the effects of the step-by-step implementation strategies you provided to the group were apparent in the workplace. Leadership now models the behaviors that move our organization from compliance to commitment.

Neil, it was a pleasure working with you. Your presentation was an important component of the City of Mesa's leadership training. I have personally found the methods valuable in my new position as the Assistant Financial Services Manager, thank you again!

Sincerely,

A handwritten signature in black ink that reads 'Jenny Sheppard'. The signature is written in a cursive, flowing style.

Jenny Sheppard  
Assistant Financial Services Manager

20 East Main Street Suite 450  
P.O. Box 1466  
Mesa, Arizona 85211-1466  
480.644.4677 Tel  
480.644.2687 Fax





**ABRAMS AIRBORNE MANUFACTURING, INC.**

3735 N. ROMERO RD.

TUCSON, ARIZONA 85705

Office #: (520) 887-1727  
FAX #: (520) 293-8807

December 23, 2005

Mr. Neil Dempster  
Clearview Performance Systems  
24573 North 119th Place  
Scottsdale, AZ 85255

Dear Neil,

I want to take a moment to thank you for the high-energy training you conducted for our two leadership groups here at Abrams Airborne Manufacturing, Inc. The feedback I received afterward has been (and continues to be) very positive. Virtually every attendee has a "PhD in Effortology" proudly displayed in their office. Your speaking style encourages attentiveness and participation and even the after-lunch group was alert and energized. I know I was and I attended both sessions!

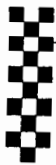
As leaders we have spent so much time with those who are capable but choose to perform at substandard levels. "You spend 90% of your time dealing with 10% of your employees." Your creative illustration that Effort takes only as long as turning on a light switch is so true. That simple philosophy has been the impetus of a significant change in how we help employees live up to their full potential. Thanks to your methods we are finding much more time to spend with the other 90%. Supervisors are able to coach their work groups far more effectively now, knowing that the only limits most employees have are those they place on themselves.

As they came in to the training room many supervisors, feeling production pressures, were reluctant saying they "didn't have time for this". Yet when they left they were singing a different song: "Time well spent" and "We need more of this". In my 30+ year career I have attended MANY seminars and training classes. Without a doubt I put you at the top of a long list of presenters and facilitators. It was truly educational and we had fun while learning.

Thank You.

Warmest Regards,

Ronald C. Herbert  
Manager  
Abrams Airborne Manufacturing, Inc.  
3735 N Romero Rd.  
Tucson, AZ 85705  
520-887-1727



**Delivering More Than Power®**

Mail Station ISB238  
Box 52025  
Phoenix, AZ 85072-2025

December 21, 2005

**Clearview Performance Systems  
ATTN: Neil Dempster  
24573 N 119 Place  
Scottsdale AZ 85255-5926**

Dear Neil:

Thank you for your work with the Facilities' leadership team this past year. It has been a year of tremendous change in our organization and the series of workshops you conducted set the stage for the success we have experienced. The team is still using your "Results Formula" to successfully address productivity issues and I continue to hear you quoted in various meetings, so there is no doubt you made an impact on our organization.

I personally appreciate your preparation time in advance of the workshops which allowed you the opportunity to gain a better understanding of our challenges, our organizational vision, and your support towards our efforts in accomplishing those objectives.

It is my understanding that you are pursuing your professional CSP designation; I can think of no one who would deserve that title more than you. If there is anything I can do to assist you in this endeavor, please let me know.

Thank you for all of your efforts in making this year so successful.

Sincerely,

David A Olsen  
Manager, Facilities Services

jac



400 Coventry Road  
Ottawa, ON K1K 2C7

To Neil Dempster,

I just wanted to take a moment to say Thank You for the excellent two day Effortworks session you conducted for our Team Managers. The audience was engaged the entire time and was captivated by your delivery and enthusiasm. The content can be used in the work place and at home, what a bonus.

Your unique effective delivery allowed everyone to understand and apply the material immediately. After the seminar people were commenting on how energized they were from your talk, and how they could put your suggestions into immediate action. Regardless of how often I have seen you present you are always polished, full of energy and fit great humor into your talks. We have already received calls from our other offices looking to have you speak at their next conference!

I must say it was great to work with you and your team. Your attention to detail was also outstanding, we had sent the list of participants to your office and the spelling was incorrect for one employee (our error). You stayed in the office the night before to ensure a new name plate was prepared so the participant would have the correct name. It's that high level of customer service that will have us calling you back for future presentations!

Sincerely,

A handwritten signature in cursive script that reads 'K. M. Rae'.

Kimberly M. Rae  
Fredericton Call Centre Manager

km/wb

# *Tucson Electric Power Company*

P.O. Box 711, M/S MT 101  
Tucson, AZ 85702

Gretchen McClanahan  
Training Coordinator

Phone: 520-918-8335

December 20, 2005

Neil Dempster  
Clearview Performance Systems  
24573 North 119<sup>th</sup> Place  
Scottsdale, AZ. 85255-5926

Dear Neil:

Thank you for your excellent presentation of the EffortWorks Leadership Development Workshops here at Tucson Electric Power. Our leadership group was quite impressed with the materials and information you shared with us!

Neil, you are a great role model for what you teach! Your enthusiasm and positive reinforcement of great learning behaviors kept the audience engaged and eager to learn. It is obvious you have spent a great deal of time preparing your materials and continue to update them as you refine and improve techniques. Your teaching style includes all the elements associated with adult learning theory and through utilizing these elements, you are able to touch everyone in the audience in a way that is meaningful to them.

It is always a pleasure working with you and your support team at ClearView. The framed completion certificates and monkey reminder sent to all of the participants upon completion of the class are a very nice touch. Your willingness to do whatever it takes to meet our needs doesn't go unnoticed! I look forward to working with you again in 2006.

Sincerely,



Gretchen McClanahan

# **M&I Marshall & Ilsley Bank**

One East Camelback Road/PO Box 56969/Phoenix, AZ 85079-6969/Tel 602 241-6500

[www.mibank.com](http://www.mibank.com)

March 15, 2004

Neil Dempster  
Clearview Performance Systems  
11011 South 48<sup>th</sup> Street, Suite 103  
Phoenix, Arizona 85044-1787

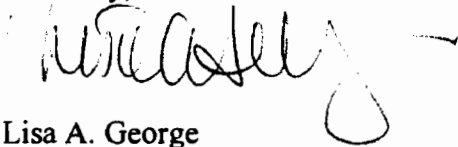
Dear Neil:

I have been meaning to take a moment to drop you a note to thank you for the awesome presentation you made at our Branch Manager conference this year. During your presentation, we also asked several of our key management team members and business partners to join us and I can't tell you how **WOWED** they all were! I know that you are aware that Dennis Jones, Arizona CEO, was in the audience as well. I have never seen Denny take so many notes in a meeting. He was quite impressed and has used many "Neilism's" from your *Whiners to Winners* presentation at our Senior Management meetings since your presentation.

You are such an enthusiastic speaker and I appreciate how you listened intently to the needs and message that we were hoping to relay, as we worked together before the presentation. Your inspiring words and enthusiastic delivery was exactly what we were looking for. As I looked around the room, during your presentation, I caught the eye of many of our managers that nodded and smiled to a particular message that hit home. I have heard wonderful feedback from many of our managers and partners, and personally, I received accolades for finding such a fantastic speaker.

Thank you again for your ability to deliver exactly what we were seeking, and then some. It was also a pleasure to have you join us for the remainder of our conference, to learn more about M&I's goals, success, and opportunities. I look forward to working with you again in the near future. I trust that you will have another "high effort" day. I know I will!

Sincerely,



Lisa A. George  
Senior Vice President, Retail Banking



Dear Neil,

Thank you for an awesome presentation at our annual Biz Week event in Tempe, Arizona, July 1, 2004- everyone in the audience thoroughly enjoyed your presentation! Your keynote presentation, "*Challenged by Change...How To Grow With the Flow,*" was timely and on target to help our employees to develop strategies on how to build and sustain peak performance. The practical concepts and tools shared will be easy to remember and apply - not just professionally, but personally as well!

The week after your presentation I had many employees stop me in the hallway and tell me how much they enjoyed your presentation and how much they got from your message. Your high energy and presentation tools energized the presentation and made it much more valuable for the employee.

Neil, I appreciate the valuable contribution you have made in making our Biz Week event a success. Once again, the knowledge, information, and enthusiasm you shared really had an impact on our employees.

Regards,

A handwritten signature in cursive script that reads "Sue".

Sue Wiley  
Freescale Development Solutions  
480-413-6527



February 10, 2004

Re: Neil Dempster

For our 2004 National Meeting in Scottsdale, AZ, we contracted for Neil's services as a motivational speaker. His session was a great success! The message to our sales and management team was well designed and expertly presented. And, we had lots of fun in the process!

One of our most experienced sales representatives confided that while she was not usually an advocate of such sessions, she felt Neil's presentation was "right on the money."

Neil's success with our group was probably due to his diligent preparation. Not only did he spend a considerable amount of time with me on the phone and in person but he interviewed three other SleepMed employees prior to the meeting to learn our corporate goals and culture. His ability to weave key aspects of our business into his discussion ensured his credibility as a speaker.

Neil is a high-energy guy who enjoys his job – and it shows! I recommend his services.

Sincerely,

E. Stuart Tuthill  
Vice President  
EEG Services



**WorldatWork.**



***The Professional Association for  
Compensation, Benefits and Total Rewards***

Neil Dempster  
Clearview Performance Systems  
11011 South 48th Street  
Suite 103  
Phoenix, AZ 85044-1787

Dear Neil:

Thank you for your excellent and inspiring presentation at our WorldatWork 2004 Group Partnership Network Leadership Conference, "What Works? What's New? What's Next? On April 29<sup>th</sup>, 2004. Our GPN Leaders talked about your session all day. Your ability to not only provide the information on ability, effort and systems in "a real world" setting, but also apply them in a volunteer scenario created the kind of "take away" information that every conference organizer craves. "Getting the Best From the Rest – Lessons in Managing Volunteers" also reinforced the importance of results, achievement, power, recognition and affiliation in a clear and valuable format. By sharing the relationship between ability and effort, you clearly demonstrated the value proposition for management time and coaching.

Thank you once again for the practicality of your tools, your professionalism and your contagious enthusiasm.

Sincerely,

A handwritten signature in cursive script that reads "Betty Scharfman".

Betty Scharfman  
Director, Business & Customer Relationship Services  
WorldatWork

**Global Headquarters**  
14040 N. Northsight Blvd.  
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Phone: 480 922 2020  
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# Catholic Social Service

Central and Northern Arizona

May 28, 2004

Neil Dempster  
11011 South 48<sup>th</sup> Street, Suite 103  
Phoenix, AZ 85044-1787

Dear Neil,

Thank you for the dynamic keynote presentation to our supervisory staff on March 19, 2004 in Glendale, Arizona. It was an absolute pleasure having you speak at our training session. Your presentation, "Whiners to Winners," was a smash hit with the attendees! You received rave reviews. Everyone is asking when we are inviting you back. Your time and expertise helped make this event a huge success!

Perhaps the best compliments and recommendations come from the attendees themselves:

- Great presentation – lots of useful tips to use at work. Thank you!
- Such a dynamic presenter/trainer.
- Neil is one of the best speakers!
- Neil's presentation was creative and engaging.
- "Whiners to Winners" was FABULOUS! This is what drives me!
- The presentation of Neil Dempster was great, interesting, fun and motivational!

You are clearly an expert in your field. Your keynote was passionate, high-energy, captivating and sincere. You had the audience excited, engaged and absorbing practical concepts while providing the tools to implement the concepts immediately. You were appropriately funny and sarcastic, keeping the audience interested and eager to hear more.

The time and effort you put into customizing your presentation to suit our organization was greatly appreciated. I have seen you present several times. Each time I leave energized by your thought-provoking, engaging and completely captivating presentation. I find it very refreshing. I would not hesitate recommending you to anyone looking for a great keynote speaker. Thank you, Neil!

Sincerely,



Sarah Mackin, PHR  
Human Resources Specialist





Neil Dempster  
Clearview Performance Systems  
24573 North 119th Place  
Scottsdale, AZ 85255

Dear Neil,

I cannot thank you enough for your compelling and educational presentation at our annual Manager's meeting on October 20th, 2000.

Your presentation "Whiners to Winners..... Creating a Self-Managed Culture" was thought provoking and captivating. Our Managers were very impressed and complimentary of your presentation (and this is an audience that can be quite critical!). Many of our Managers approached you at the conclusion of your presentation to thank you for a "job well done", and I certainly received more "kudos" than I thought were possible. Everyone was so impressed!

I especially appreciated the fact that you tailored the presentation to our business and incorporated our company's goals and challenges into your program.

It is obvious that you love what you do and are passionate about your work. Your "high energy" and enthusiasm shine through and create a presentation that is truly unforgettable. I will definitely recommend you to other HR Directors and meeting planners. By selecting Neil Dempster as a keynote speaker, one is **guaranteed** a successful event!

Thanks again for sharing your thoughts and ideas, and for making our event such a success.

Sincerely,

A handwritten signature in cursive script that reads "Debbie Garnett".

Debbie Garnett, PHR  
HR Director, Holmes-Hally Industries  
A Clipay Company