

To whom it may concern

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Prior to the acquisition of the British Regional Airlines Group plc (BRAL) by British Airways, I undertook training in Emotional Intelligence (EI) with Consultation Limited between September 1999 and September 2000 through their Genesis course.

This personal development course consisted of four 2-day modules spread over a period of one year. After the first module, I wrote:

"I have never experienced training quite like this. Genesis 1 took place in a relaxed and informal atmosphere that really helped the message to get through. It's not going too far to say that the two days have transformed the way I think and act. I'm really looking forward to the rest of the development programme; I know already that it's right for me and for my company".

Having completed the full course, I can now say that the transformation started in the first module has been successfully carried forward throughout the course and I now put it into practice on a daily basis.

My staff at all levels have noticed a difference and are reaping the benefits from my and their own improved performance.

I am impressed by the professionalism which Consultation Limited apply to their training and development programmes. In the case of their EI interventions, they are particularly careful to engender a supportive and helpful learning environment in which people quickly feel able to discuss openly the issues facing them.

I am happy to endorse Consultation Limited and their leading edge training and development programmes.

A handwritten signature in black ink, appearing to read 'D. Hale'.

Captain Doug Hale  
Base Manager, British Regional Airlines Limited  
Leeds Bradford International Airport

A British Airways operator

**BRITISH AIRWAYS**