



368/PD/32104/JMcW/EM

26th April 2000

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Dear Jill

Further to our recent telephone conversation, I would like to confirm how delighted we were with the work you did for us using EQ to support our District Manager Development Programme.

As a group of key influencers we wanted to support the development of the District Managers (DM's) but were keen to ensure the development was tailored to the individual and relevant to their role.

However, we were not confident that all DM's had the level of self awareness needed to enable them to own their own development and optimise any development plan.

The work you did for us to use the EQ Map to help them "look in the mirror" had a dramatic impact in terms of raising awareness of themselves and how this impacted on the way they did their role.

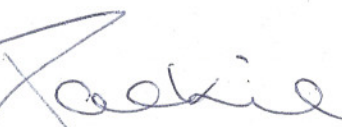
Particularly useful was the time spent in the workshop helping them make the link between the EQ competencies and the Halifax competencies, which then enabled them to come up with relevant development objectives.

The follow up visits we carried out evidenced that, particularly with those who had limited self awareness previously, this approach has really helped them look at themselves differently and identify what they need to focus on. This means we've been able to move on quickly to the formulation of development plans that they own and buy in to.

I believe the work you did in preparation for the workshop when you pulled together the workbooks and made EQ relevant to the Halifax Development Framework really paid off, and certainly delivered what we were looking for.

Many thanks for the initial work and your subsequent support.

Yours sincerely



Jackie McWilliam
Regional Personnel & Training Manager
East Region