



PHILIP MORRIS  
LIETUVA

29 January, 2010

Dear Dainius,

I would like to take this opportunity to express my thanks to you and your team in helping us with our recent activities to instill a coaching culture within the organization.

Our objective for engaging your services was to support our ongoing success in achieving business results by improving the level of employee engagement and empowerment. I am very pleased to say that your program has significantly helped in achieving these objectives, going beyond my best expectations.

The program was well designed, using easy to understand tools and techniques. The initial assembly sessions were very powerful, allowing everyone to freely express their thoughts, experiences and above all learn. The individual coaching sessions back in the workplace were also very helpful, building momentum and reinforcing learning's through practical application. It is very pleasing to hear many of the techniques from the program being used on a daily basis, with coaching culture now becoming second nature.

Again, thank you to you and your team, it was a pleasure to work with a very professional group of consultants.

Best Regards,

Scott Coutts  
Director Operations  
UAB Philip Morris Lietuva