

Client Testimonials

Our customers say it best!

On the following pages you'll find some examples of the many positive comments sent to us by our customers.

We look forward to having the opportunity to assist your teams achieve their maximum potential!



Thank you for presenting to our recent Project Management Forum. The insights you offered were incisive, and sometimes shocking. It was a wake-up call to realize the extent to which we are impacted by virtual team interaction. We used to think of this solely in terms of team members in India. Now we understand that it's also members as close as the next floor in the same building.

Your tips on how to engage these remote participants were also valuable. In some instances, your techniques generated more feedback from attendees on the webinar than from the folks in the room at our Forum. That was a first!

I recommend your services to anyone who relies on virtual teams to achieve their business objectives. Thanks again for your contribution to our successful event.

Gary Hill

Solution Delivery Services
Technology and Operations



I wanted to thank you for the virtual team building training you delivered to our District Directors last month. The training was a huge success and it had an immediate impact.

This project was a great example of how an end-to-end training process should go: You started with a needs analysis survey and follow-up phone calls to the target audience. This really gave you the opportunity to get to know our audience and understand what we were up against. Then the discussions between you and my team about how to approach the training and what content choices we should make ensured we had the right approach to meet those needs. When the training days finally arrived, it was clear that the time spent on the needs analysis was well worth it. You were able to engage in a dialog that was directly related to the issues that were important to our audience. Your high-energy facilitation style was also appreciated. The classes were interactive, engaging – and most of all – productive.

As a result of the training, more than half of the target audience signed up for additional coaching on how to use our virtual team communication tools at Pitney Bowes. Within two weeks of the training, two of our District Directors were already conducting their monthly sales meetings virtually and several others were preparing to do the same.

Thanks for providing great training and an excellent model of how the customer-vendor relationship is supposed to work. If there is anything I can do for you in the future, please let me know.



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Virtual Team Builders proved to be everything they promised. Claire delivered a highly engaging, interactive, and eye opening workshop that was geared towards our client group. Participant feedback was incredibly positive noting specifically the professionalism of the facilitation and the high quality and relevancy of materials.

As you know, I had another facilitator the day after the training you did and I mentioned how had I known how great you were, I wouldn't have had the other facilitator follow you. You energized and pumped participants up and the other facilitator let them drop. She would have been better as your opening act. *Thank you very much Claire.*

Caterina Perry

Canadian Forces Support Unit (Europe)



Government of Canada
Gouvernement du Canada

Thank-you for presenting the workshop titled "Building Highly Effective Virtual Teams" to our group. This topic is continuously increasing in relevance across government departments and was very well received.

"Totally applicable to our current work environment" (Participant feedback)

The advance preparation was evident and your presentation of the topic was well rounded, including academic research and practical tools that participants can use to manage more effectively in a virtual environment.

"The facilitator was very energetic and well suited to deliver a presentation via webcast." (Participant feedback)

Your ability to distribute your attention between both the on-site and webcast participants was very much appreciated; as indicated by the number of correspondence sent in from the webcast participants. The service provider, who does this all of the time, indicated that this was the second highest volume of emails received during a webcast that he has provided the portal for.

“This was an excellent webcast, very well executed. The facilitator did an excellent job in keeping both the virtual and local participants engaged.”
(Participant feedback)

This learning event was considered by all to be a success; Thank-you once again.

Mike MacDonald

National Managers Community



Virtual Team Builders offered a course, delivered via teleconference, to senior staff members of SITA/Equant, in order to demonstrate the effectiveness of virtual training:

“I was not expecting to be fully engaged on the call - I was only expecting to be an observer. Through Lee and Claire's skill in generating interaction I become fully engaged. It was the best on-line session that I have ever experienced.”

Dr. Vafa Ram

Head of Training Solutions Development for SITA/Equant



World
Entrepreneurs'
Organization

After delivering a web-based training session, Virtual Team Builders received these accolades from the Young Entrepreneurs' Organization:

Dear Claire and Lee,

Fantastic and effective! I wanted to write to you and let you know how well your presentation was received by the YEO/WEO staff. Since we are located all over the world, your session "Business without Borders: Productivity with Virtual Teams" provided a much-needed vehicle for all of us to improve our way of communicating with each other.

It was quite evident that the information you both presented, especially the Team Operating Agreement, continues to have a positive impact on us as we move forward.

Thank you again, and we look forward to your future sessions with staff as well as our members.

Warm regards,

Melissa Murphy

Senior Manager, Chapter Learning
YEO/WEO International

AIC

After delivering a presentation for The Association of Independent Consultants, Virtual Team Builders received the following accolades.

Dear Claire,

I just wanted to thank you for the clear, energetic and insightful presentation you made to our association Monday evening. I had previously heard someone give a talk on the DISC approach, however, I came away from their presentation unsure of its value to me or my business. Your presentation put the concepts in sharp focus. You presented in a way where I could see how this approach would have value to me personally as well as to my business. After the meeting, several of our members commented to me on how clear, and fun, your presentation was. Always a sign of a great presentation. We've had over a hundred speakers over the years, and you were one of the best.

I believe any group whose members want to understand personality better, should get you in to give your presentation. They won't regret their decision.

Keith Thirgood,

Creative Director

Capstone Communications Group



After delivering a speech for the 2005 HRPAO annual conference, Virtual Team Builders received the following recommendation.

Just wanted to say how much I appreciated your presentation on Virtual Teams at the 2005 HRPAO annual conference. I've attended scores of HR and training/OD conferences over the years. Your presentation was one of the best over three days for these reasons:

- 1) You used your time effectively. The session was both interesting and informative. I could see you are an effective facilitator.
- 2) You gave me substance in 45 minutes. Unlike other presenters this year, you delivered more than sizzle; you gave me steak to chew on. I could see you know your stuff (I'm using several ideas you shared).
- 3) You said you would follow-up and you did. Within 48 hours I received the presentation material.

These are the mark of a professional. Thanks for a great session.

Paul Hurly, Manager

Human Resources and Health & Safety
COGECO Cable Canada Inc.



After delivering a session for ComDev, Virtual Team Builders received the following recommendations.

We recently contracted Virtual Team Builders to help build a Team Operating Agreement. The workshop sessions were not only informative, they were also enjoyable and Claire did an excellent job facilitating and moving the process forward. In the end we reached our objective and our Team Operating Agreement is now in place. The Agreement has allowed our team to function more effectively by providing a framework in which all team members can communicate through dialogue and by establishing an environment that promotes the positive aspects of the team's attributes."

Ron Service

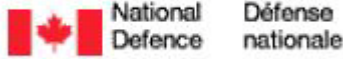
Director MIS COM DEV



I was fortunate enough to have had the opportunity to be at CPEX2006 and attend your seminar yesterday on 'bridging the distance-team energizers'. I would like to say that your presentation was exceptional - you were a delightful change to the norm and I enjoyed it thoroughly.

Betty Doucette, PMP

Value Stream Manager, Bombardier IPT
Messier-Dowty Inc.



I attended a two day seminar with Claire Sookman of Virtual Team Builders at Project World Toronto and participated in a follow-up 20 minute telephone interview with her as part of the course. Throughout the course and interview, I found Claire to be an excellent communicator with insightful knowledge, and useful tips and procedures to assist individuals in developing skills to assist them in building project teams either collocated or virtual. The course followed well thought out plan with a careful balance of team building and know yourself exercises, and instructor presentations. I would recommend Claire as an excellent facilitator to develop team operating agreements or to provide team building tips to your team in conference setting.

Bruce Lewis

National Defense Project Manager



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"I attended "The Communication Connection: Getting It Right" seminar on April 25th. That incredible experience has certainly resonated with everyone - my colleagues and I are still talking about it! I very much appreciate the valuable insights I gained that day, and can happily say that I do my best to put them into practice everyday."

Thanks again, Claire. You are such an inspiration!

Laurie Donovan BA (Hons), BEd
Liaison Officer, Career Information