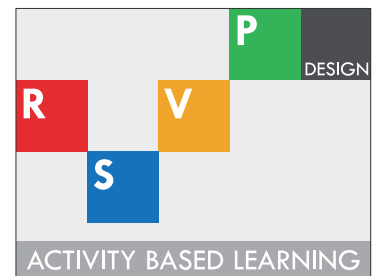


RSVP Design: Client List, References and Testimonials



“There is no doubt at all about the value of RSVP Design’s contribution to this project. The residential programme in Ireland at the start of the project was a defining moment in the team’s success. The project plan we created there directed us through the whole of the project and the business simulation defined the teamwork principles we had to adopt. The total training investment was less than 0.01% of the project cost yet was highly significant in achieving our business results.”

*Dr Rodney Irwin, Group Director Risk Management, Internal Control & CR Reporting
TNT Head Office BV, Netherlands*

We have worked with TNT over an eight year period, designing and delivering management programmes, developing teams, co-creating simulations, structuring innovative conference input, providing trainer training and coaching individual executives.

RSVP Design Ltd strive hard to meet the high expectations of our clients. The quotation above is typical of the responses we receive. Read on to see our list of clients and further feedback they have offered as purchasers of our products and services.

The following organisations are amongst many who have commissioned our Learning Design and Programme Delivery services or who have bought and used our Learning Tools over the last two years:

International Consultancies, Training Organisations and Business Schools

Acadamee, Ashridge Management College, Center for Creative Leadership (USA and Belgium), Cegelec Training, Chinese Culture University (Taiwan), Ertiyad Training/Dale Carnegie (Saudi Arabia), Harvard (USA), IMD (Switzerland), IMI (Ireland), LabSSJ (Brazil), Sinerji Egitim (Turkey), London Business School, Senn Delaney, Whole Brain Leadership (China), PDR International (Turkey)

International and UK Corporations

Aramark, BAE Systems, BAE Systems Surface Ships Solutions, BT, CEVA Logistics, DHL Aviation, Disney, Dupont, Halifax Bank of Scotland, IBB Islamic Bank, Logitech, Luvata, McDonalds, Northern Rail, Novartis Pharma AG, Office Depot, Royal Mail, Rolls Royce, Scottish Power, Selex Galileo, Siemens, RWE Supply and Trading, TNT, Total Information Inc, United Utilities

NGOs and Charitable Organisations

British Council, Credit Action, Guide Dogs for the Blind, International Red Cross, International Trade Centre, Leonard Cheshire Disability, United Nations, UN World Food Programme

Public Sector Groups

Care Commission, Cumbria County Council, Cumbria Police, Devon County Council, Greater London Authority, Institute of Public Administration (Saudi Arabia), Pensions Solutions Centre, Lewisham NHS, Royal Air Force, Scottish Courts, Scottish Enterprise, Scottish Government, Scottish Police College, Wigan Council

Universities, Colleges and other educational providers

Brathay Trust, Cambridge University, Construction College, CRAC, Cranfield, Keele University, Kings College London, Lancaster University, Loughborough University, Middlesex University, Open University, Palm Beach Atlantic University, St Andrew's University, The Manufacturing Institute, University of Leeds, University of Manchester, University of Warwick, Vanderbilt University

Professional Organisations

Baker Tilly, Booz Allen Hamilton, Deloitte Netherlands, Hymans Robertson LLP, McKinney Rogers, Oliver Wyman

In addition to these organisations, our learning tools are used by Independent training consultants, teachers, executive coaches and freelance project managers.

Bettina Büchel
International Institute for
Management Development (IMD)
Ch. de Bellerive 23,
P.O.Box 915
CH-1001 Lausanne
Switzerland

Lausanne, January 11, 2009

Re: RSVP Design: Geoff Cox and Ann Alder

To Whom It May Concern:

It is with pleasure that I write to thank RSVP and in particular Geoff Cox and Ann Alder as designers of learning experiences. I have known Geoff and Ann since 2007 when I was asked to develop a senior executive program on Strategic Leadership for the German energy company, RWE. In the context of this program where I was the joint program director with Jim Dowd, we were tasked to develop an experiential learning exercise for participants to learn more about the intricacies of leading change.

Geoff and Ann designed an experiential learning exercise called "Shaping the Future". This is a 'behavioural simulation' over eight hours of working, over the afternoon and following morning of a two-day program, it takes teams through a process of organizational and behavioral change. Participants experience the transition from individual and small team working towards the creation of a complex, flexible, integrated organization. During the simulation teams manage a range of issues that have parallels in real organisational situations: working to tight deadlines, managing changing demands, building and maintaining a relationship with a client, controlling production and quality, ensuring compliance with legal and organisational directives.

The design requirements focused on organizational learning outcomes such as: (1) the inter-dependence of task functions and the need to build relationships across working teams, (2) the need to structure your organisation, or change your operating culture, to meet the changing demands of your internal and external environment, (3) the importance of the customer/client relationship and the value of customer feedback in organizational decision-making, (4) the need to maintain 'delivery capability' and stability even through times of change and (5) the importance of ensuring on-going organizational learning from experience. As individuals, participants are learning how to develop and implement a strategy that is flexible enough to adapt to externally and internally imposed change and to exhibit personal leadership in order to have an impact on the process and outcomes of the task, by playing to personal strengths and demonstrating consistent and authentic leadership behaviors.

In addition to working with Geoff and Ann to design particular learning experiences, IMD has purchased a number of their products for regular use in IMD programs. In one of the programs, Strategic Leadership for Program, I have used their products to facilitate sessions on the topic of Authentic Leadership.

There were several remarkable points about my working experience with Geoff and Ann. First, both Geoff and Ann showed great determination to design learning experiences to maximize the learning of individuals at very senior levels. From this experience I have seen

that Geoff has a great ability to innovate new experiences and Ann has the ability to ensure consistent delivery of high quality standards. Second, both Geoff and Ann facilitate the process of delivery to ensure that participants will learn from multiple roles that they have occupied.

Let me finish by saying that Geoff and Ann are friendly and exceptional professionals. From my experiences working with Geoff and Ann I can only say that they I enjoyed working with both. Please feel free to contact me for further information or with any questions you might have (buchel@imd.ch).

Sincerely yours,

Bettina Büchel
Professor of Strategy and Organization



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8 January 2010

Dear Kim,

As we enter the 2010 and a new decade, I just wanted to write to thank you and the RSVP Design team very much indeed for the excellent service and first class training equipment you have provided to me personally and to Brathay Trust.

The equipment has always been of the highest standard and I have been hugely impressed by the friendly, efficient and professional service I have always received. You will be pleased to know the training equipment is used very regularly at Brathay and I receive excellent feedback from my clients as to the effectiveness of the products.

May I take this opportunity to wish you and all the team a very happy & successful 2010.

(original signed)

Paul Bate
Learning & Development Consultant



United Nations
**World Food
Programme**

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The Food Aid Organization of the United Nations System.

4 March 2010

To Whom It May Concern

RSVP Design was invited to conduct a one and a half day workshop for WFP Sri Lanka focused on teambuilding within a multicultural environment. There were big challenges due to some long standing inter ethnic conflict and some differences between national and international staff. The team of Geoff Cox and Ann Alder were given a few objectives by the Country Office Management which the workshop was to attain.

The end result was a workshop creatively designed using innovative and participatory approaches focusing on building trust, mutual respect and valuing difference, improving working relationships across teams, and the importance of communication. These are fundamental basics of creating effective teams with a greater tolerance for diversity. In a very subtle way, the exercises were structured as building blocks leading to a final exercise which brought together the different aspects of teams discussed throughout the workshop which in a fun way clearly demonstrated how critical each element was in teambuilding and whether the group had actually achieved its objectives. For the most part the groups did achieve the objective but it easily identified what aspects of teams needed further strengthening.

The excellent facilitation by both Geoff and Ann ensured all staff participated in a positive way, that everyone was treated as equals, that staff maintained their focus, that the composition of the groups were dynamic and if something wasn't quite working as planned they were able to quickly make adjustments in the programme to improve the outcome. Making full use of the facilities for activities both indoors and outdoors helped create a safe and relaxed environment for the participants.

It was a pleasure to work with this dynamic and experienced team.

Azeb Asrat
Country Director, a.i.
UNWFP Sri Lanka