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Tom Talbot
The MIHI Group
10 South Front Street, Suite 301
Belleville, Ontario K8N 2Y3

Dear Tom

I wanted to take some time to write and tell you how strongly we believe in the ESP Program and what it has done for Pearson Dunn. One of the best parts was realizing that your management tools would allow us to effectively communicate and implement our planning efforts to the entire team.

Our team has been incredibly busy and we just did not have the time to dedicate to planning away from our daily schedule. The combination of the ESP program strategy along with the project management tools you provided has created time for us to meet, but we also were able to see that the proper planning would free us from ongoing day to day office burdens. Without this program we would still be without a clear long-term plan.

I would like to share with you some of the comments from our management team:

"Milestones allow me to see through the clutter of everyday activities and stay focused on my longer range goals"

"I appreciate what my milestone charting does in my execution strategy, I am able to better focus on my tasks"

"I appreciate milestone charting as it helps me to step back, so I can look forward."

"Thinking of a goal is easy, getting there is another thing. The milestone planning allows me to cover all bases and measures my progress on all goals."

ESP enabled us to effectively discuss our individual goals for the brokerage and work them into a unified, clear, three year written plan. All of the projects required to execute the plan were also identified and broken down into manageable segments. Each item has now been placed onto project management sheets and delegated to individuals or teams with timelines for completion. Through the program we were also able to identify the major issues preventing our progress and plan strategies to eliminate them.

Your program works, we have a strong vision, and a stronger future because of ESP.

Yours very sincerely


George McCarter

Real People. Making insurance easy.

