



THE IQ BUSINESS GROUP

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To Whom It May Concern:

The IQ Business Group is a global provider of business process solutions focusing on the design, practical implementation and management of technology-enabled strategies in clients' businesses. It has a large complement of consultants working with a wide spectrum of clients.

We contracted Phaphama Initiatives to enhance the diversity and conflict resolution skills of our middle management through a two-day workshop on the 19th and 20th of August 2004.

We found the workshop to be professionally managed, well facilitated, and a powerful learning experience. It will be followed up by further training later in the year.

Yours faithfully

Jacques du Preez
Manager

