



Insights Vancouver

September 26, 2005

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Ken Blosser

City of Richmond wins international award

The City of Richmond has been awarded by Insights Learning & Development the inaugural Practical Insights Award for Excellence.

The Practical Insights Award for Excellence is presented to the client who exhibits supremacy and authority in the area of solution development and implementation, while demonstrating a true spirit of collaboration and community. The City of Richmond, through a partnership with their Manager of People and Organization Development, Rick Thomas with Joyce Gwilliam of Insights Vancouver, exemplified this vision as they successfully implemented the Insights Learning & Development Transformational Leadership offer into the City of Richmond Corporate University.

The award was presented to Rick in June of 2005 by Insights Learning & Development CEO, Andy Lothian, at the organisation's North American Conference at Niagara-on-the-Lake, Ontario.

"When I began my new role at the City of Richmond, succession planning and leadership development were among the City's major initiatives. There was a

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supervisory program in place but nothing that focussed on bringing on our future leaders" says Rick.

"To address this challenge we very quickly identified eight core competencies for leaders and it was one of my key tasks to design and implement a leadership development program around these competencies".

At around the same time, Insights Learning & Development's Vancouver Learning Centre began working with the recently developed Transformational Leadership Program. This programme also built on eight core leadership competencies.

"I saw a terrific fit between the two programs as many of the Insights leadership elements could be mapped directly to our core competencies" explained Rick.

"And because the Insights Discovery System was already a well established and popular resource within the City of Richmond, it made perfect sense to develop the relationship and take our partnership to the next level.

I took the decision to fully integrate Insights' Transformational Leadership into our Leadership Development Program".

A period of consultation, collaboration and analysis between Insights Vancouver and the City of Richmond ensured a perfect fit as Insights' eight elements of Transformational Leadership were interweaved throughout the eight institutes comprising the City of Richmond's Leadership Development Program.

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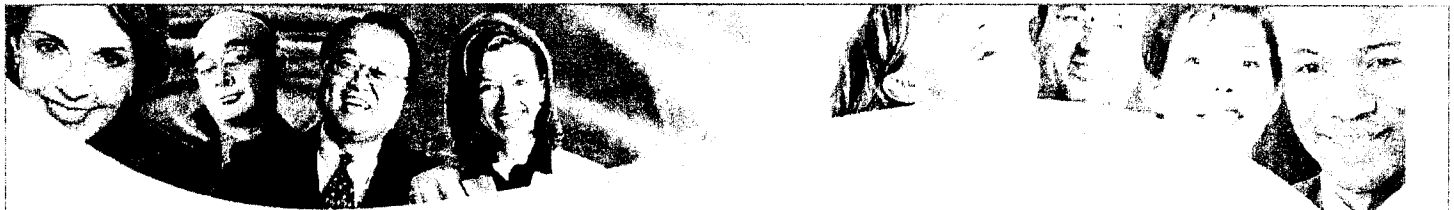


"Eighteen months on, we've been delighted with the partnership and with the results. We have just completed the first program and the feedback has been extremely positive. Participants have been impressed by the accessible, inclusive and authentic learning environment facilitated by the Insights methodologies. A second group is now embarking on their leadership journey and we're looking forward to even more positive results. The partnership that was forged between the City of Richmond and Insights played no small part in the success and positive impact of the leadership program. Receiving this award is simply the culmination of a great team effort" added Rick.

Andy Lothian, CEO, Insights Learning & Development commented:

"We are delighted to be making this award to Rick for the wonderful work he has done in the development of people and leadership within the City of Richmond. The fantastic results experienced by the City of Richmond over the last 18 months are a perfect illustration of what can be achieved through improved understanding, collaboration and communication. We are delighted to have contributed, in some way, to their successes".

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George Duncan, Chief Administrative Officer &
Mike Kirk, General Manager, Human Resources Division,
City of Richmond
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Dear George Duncan & Mike Kirk:

The Practical Insights Award for Excellence

I am delighted to be writing to you in response to the fabulous work undertaken by Rick Thomas in realising and making practical the collective visions of The City of Richmond, BC and Insights Learning & Development.

As I am sure you are aware, I recently enjoyed the privilege of presenting Rick, as representative of The City of Richmond's Corporate University, with the inaugural Practical Insights Award for Excellence. This award is presented to the client who exhibits outstanding results and authority in the field of solution development and implementation, while demonstrating a spirit of collaboration and community.

As Manager, People and Organisational Development, Rick was an integral component of a development team that effectively managed a project from conception and development through delivery and execution. Today, The City of Richmond is in the enviable position of reviewing and reflecting on the successful implementation of their Leadership Development Programme.

Rick's professionalism, expertise, integrity and passion for learning and development were in clear evidence from outset. This commercial acumen, coupled to an ability to foster productive and complementary relationships with all those associated with the project, including our Vancouver Learning Centre, played no small part in the successful execution of the City's Leadership Development Programme.



From a personal perspective, I would also like to add that we, at Insights Learning & Development, are delighted to be associated with Rick Thomas, The City of Richmond, BC and the Leadership Development work being undertaken there.

In the true spirit of our Excellence Award, for collaboration and community you are, indeed, worthy winners.

Congratulations and good luck for the future.

Yours sincerely

A handwritten signature in black ink, reading "Andrew J. Lothian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Andrew J Lothian
Chief Executive
Insights Learning & Development Ltd