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September 12, 2006

To whom it may concern

With respect to the Strategic Thinking workshop on Understanding Grievance Mediation and Arbitration presented by Mr. Charles Matheson, in partnership with Grebel College, University of Waterloo, I found the course content to be spot on with today's workplace and real life situations.

An enthusiastic instructor, with a wide range of teaching styles, helped engage all participants in discussions and role playing to explore new concepts in thinking from both labour and management perspectives. With the diverse and extensive collective knowledge of the people in our session we still found that Chuck (as he prefers to be called) could point out remedies and alternative thinking to any scenario that we could dream up, demonstrating an extensive knowledge base and experience portfolio.

I would highly recommend this course to any person working in labour relations in either commerce or industry.

Dave Ingham

Site Supervisor

Orillia Soldiers Memorial Hospital



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