



Customer Service Centres  
Cnr Glenferrie Road and High Street, Malvern  
Cnr Chapel and Greville Streets, Prahran

Mail to: PO Box 21 Prahran Vic 3181  
Telephone: 03 8290 1333  
Facsimile: 03 9521 2255  
Email: [council@stonnington.vic.gov.au](mailto:council@stonnington.vic.gov.au)  
AUSDOC DX 30108

Website: [www.stonnington.vic.gov.au](http://www.stonnington.vic.gov.au)

Rum Charles  
Indigo Training  
[rum@indigotraining.com.au](mailto:rum@indigotraining.com.au)

14 May 2007

Dear Rum,

**Re: Facilitation of City of Stonnington – Community Relations team session**

On behalf of the Community Relations team, I would like to thank you for your excellent facilitation at our recent team session.

The team was very impressed and felt they achieved a great deal in a fun and open environment. Each staff member appreciated the 'gentle' prodding of individual issues and they have now taken these actions on board. You had a great ability to read a situation (and the person) to then identify the important issues to pursue for the team member to work through a solution.

Your positive, open and knowledgeable approach and style certainly ensured that the sessions were conducive to encouraging team members to think through their own issues while looking at the 'bigger picture'.

Your approach, energy and enthusiasm also encouraged openness and motivation amongst the team members.

Kind regards,

Paul Cherednichenko  
**Executive Manager Community Relations**