



November 10, 2023

To whom it may concern:

**RE: Letter of Recommendation for Charmaine Hammond**

The City of Leduc has partnered with Charmaine in 2023 to offer training to our leadership team. She successfully delivered two full days of training on Conflict Management and we had great feedback from our staff. She was very accommodating with our team and even agreed to have her session recorded so we could offer her valuable session to our whole organization.

Charmaine is very professional, positive and creative in the way she can engage and interact with her audience! Charmaine has gone over and above providing resources and follow up to the training by creating a questions document for others to access with her responses. She has hosted two virtual booster sessions for staff to attend as a follow up to the primary training session. This is such a valuable resource for staff to have the opportunity to follow up with Charmaine to review and discuss the learning and techniques that our staff have been able to implement into their daily practices.

We are looking forward to having Charmaine back to facilitate more training with our organization in 2024. One of our staff said she would attend anything she facilitated as she is an amazing presenter!

Sincerely,

*Vanessa Eckert-Good*      *Jeri Wolfe*

Vanessa Eckert-Good & Jeri Wolfe  
HR/Org Devel. Administrator & Total Wellness Coordinator