



To: Olivia Fox  
Executive Director  
Spitfire Communications LLC

Dear Olivia,

I'm writing to let you know how much I learned from being coached by you for the past year. I am so grateful that you accepted me to enroll in your mentor program.

### **What I learned**

- After our first session, I was very close to walking away from the program due to the responsibility & commitment you tasked me with, particularly since my decision to enroll was entirely my own, and not yet backed by the firm. It's a good thing I stuck it out—If I hadn't, I would have never achieved all of the following breakthroughs & goals.
- Your program taught me new approaches to communication and put into new light many approaches I had taken for granted. My answers used to be not good enough to my client, supervisor, or others I was conversing with. Now I truly understand why I was always reaching a dead-end in my conversations.
- I had always known that active listening with my clients is crucial but you made me experience the power of using this skill and putting it to use. I learned not to travel without your book, and to brush up on my new skills before going into any important meeting.
- I had always found a way to start one on one conversations, but you helped me pick the targets best befitting my goals, create structure around the conversation and most important how to close with a follow-up.
- I always thought I was a great events' networker due to the large number of people I met at the event, until you showed me all the missteps I was making and the wasted energy I was applying during the event.
- You taught me the art of picking my targets before the events, focusing on them during the event, and creating lasting relations with them days & weeks after the event. In this manner, I put my efforts where I would gain the greatest return on my investment of time & effort.

### **What I achieved**

- Meaningful conversations with the professional & personal individuals who matter most to me

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- I became very aware of my behavior & the effect my responses have in my meetings.
- I started to realize the concerns of my clients and notice areas of importance to them that I previously didn't even hear. I started focusing on whom and what is important in my meetings, the client's needs and what they truly wanted to say.
- I was able to meet and create valuable relations with very important business people in my industry; most important I started having reasons for follow-up that my counterparts cared about.

### **What I appreciated & would do differently**

- You structuring the sessions with flexibility was of utmost importance to me to fully reap the rewards of the program. The way you went out of your way to work around my schedule showed your commitment to my success in this program.
- Your sincere praise to me when I did something right, and your sharing with me examples and mistakes you yourself had made, were very valuable. Being able to see how far you had come along gave me hope of how much I can still achieve.
- Your persistence and constantly pushing me to my limits gave me the confidence and courage to go outside my comfort zone.
- The many times you replied from various cities & spots on this planet, not to mention on airplanes in mid-air gave me a strong sense that I mattered.

If I had hesitated and not gone through the program, I'd have missed out on the transformation I've achieved.

If I had the chance to take this program again, I would go through it once, maybe even twice more and do nothing different.

It's been a true pleasure and I look forward to your advanced program whenever you decide to create it.

Warm Regards,  
Ramzi

*Ramzi Abi-Habib*  
*Manager, HF Client & Market Data Connectivity*

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