

It gives me great pleasure to write a recommendation for Marichen Mortimer, fondly know as Kiki.

My first contact with Kiki was during August of 2011, when she organized a self leadership course at BMW South Africa, for the entire team in the Customer Service Centre. During the course of the week, Kiki presented material with such ease and humor that she set the tone for the entire workshop. Her creative ideas for presentations and activities were resourceful and interesting; they were also amazingly helpful.

With participants from a variety of backgrounds, there was often conflict, and occasionally confrontation. While setting limits, Kiki managed to respond consistently with respect and compassion. The experience had a profound effect on the participants and, because of Kiki's exceptional skill and professionalism, she has been invited by our in house training department to offer similar workshops at Conferences held for BMW dealerships. She also coordinated projects involving numerous people, and her ability to work collaboratively while guiding the project quickly and effectively was outstanding.

During the time I have known Kiki, she has distinguished herself as a conscientious and energetic pioneer in the fields of self leadership and stress management. I have enormous respect for her teaching and leadership skills, and would not hesitate to work with her in the future. Kiki's sensitivity, diligence, energy and sense of humor made her sessions with her a joy.

Kind Regards

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