



MOUNT ISA MINES

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subject **Testimonial**

After identifying a need to improve my Contracts Department's negotiation skills, we researched specialist negotiation providers. With limited resources, our department was facing negotiation challenges with both external providers and with our internal customers. Two members of my team returned from one of The Negotiation Experts' public Procurement Negotiation Training armed with a new level of understanding and an eagerness to demonstrate their new skills. One of the participants, a Contracts Superintendent successfully negotiated substantial savings on some of our larger contracts. As a result, it was decided to deploy the Procurement Negotiations Training at site to further develop other members of the team.

I felt that the content were directly relevant to the work performed by my team. The video training exercise was an excellent way to learn about the tools and their use. The pace was good, with enough time for all to comment and provide input. There was good group interaction and useful group discussions on some of our most pressing challenges. Our 3 day course moved quickly had good flow, and good allocation of time.

Some of the post course comments from my team include:

- Enjoyed the infusion of theory into practical situations and role plays, and freedom to discuss work issues. Liked the pace and promise of support to ongoing assistance after the course.
- Liked the presentations and role plays. Team role plays worked well, would like to have seen more.
- I liked exploring all facets of negotiation, including the styles that create value and case studies.
- I liked that the course seemed quite relevant to my work, and the trainer seemed to understand the kind of negotiation we engage in and the nature of our work. I also enjoyed the role plays and video at the end.
- I enjoyed the way the training was interactive and everyone was involved equally - good group interaction. I learned a lot and was very interested in the entire course. I also felt that the trainer was fantastic. Working together with someone else and then doing the negotiations was great. Enjoyed the personal approach and discussing others' thinking profiles.
- The course was interesting and very well delivered. The role plays are always good for team involvement. The course was well worth the trip.
- The instructor was very good. Enjoyed the interesting exercises, group presentation, and the conflict profile. Course flowed very well, whole brain was interesting and content was relevant.

We are continuing our working relationship together through hosting annual Procurement Negotiation in-house training.

Trevor McGregor | Manager - Contracts Department | Xstrata Copper



Mount Isa Mines Ltd ABN 87 009 661 447
Private Mail Bag 6 Mount Isa Queensland Australia 4825
Tel +61 7 4744 2011 Fax +61 7 4744 3737 www.xstrata.com