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Ministry of Social Development
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To whom it may concern

I am writing to recommend the services of ARETE safety and protection inc. As the Manager of Organizational Health and Development of the Vancouver region in the Ministry of Social Development I have had opportunity to preview, participate in, and evaluate a wide range of violence prevention workshops and have found none that approach the quality of the training provided by ARETE.

The well paced and highly interactive workshops successfully merge theory with specific job related scenarios that reflect the challenging situations our staff face in their day to day work. Participants leave the sessions with the skills and confidence needed to assess potentially violent situations, proactively manage conflict and respond in the safest and most effective way to challenging situations with clients.

The trainers employed by ARETE are highly skilled and knowledgeable on the topic of workplace violence and conflict and use humour, job specific role plays and real life examples to engage the participants and make the sessions enjoyable and memorable. These workshops are consistently rated by our staff as the best training they have ever attended.

ARETE is also more than willing to tailor workshops to meet the needs of the client and Hugh Pelmore has personally visited some of our more violence prone worksites to ensure that the training is targeted to meet our staff's needs.

I consider this training to be a critical component of our workplace violence prevention strategies and an integral element of staff safety training and look forward to more opportunities to work with this company in dealing with other workplace conflict issues.

I would not hesitate to recommend ARETE for those looking for top of the line workplace violence prevention and conflict management training.

Regards,

Sharon Gilbert
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