

# L'ORÉAL

## CANADA

October 11, 2012

Mr. Robert Paris, Partner  
Points of You

Hi Robert,

When you first contacted me about a new coaching tool called Points of You I hesitated because I had just been certified in a well-known coaching program and I had no need or time to investigate something else. However, you convinced me to experience this new tool via a 1-hour coaching intervention. Without doubt, this Points of You coaching intervention was an eye-opening experience that helped me clarify and widen my perspective on what was a complex issue for me. I couldn't believe that all this happened in under an hour!

I immediately realized that Points of You was a significant advance in professional coaching. I understood that those amazing Points of You photos and life topics had a left/right brain impact on me that allowed me to look at my issue from different points of view. Furthermore, compared to the traditional coaching program I had just attended, Points of You is lots of fun and non-intimidating.

I started working with Points of You within the company and had immediate success. For individual coaching interventions, the elements of Points of You promote authentic dialogue and help the person being coached better identify, understand and resolve his/her real issues. Of equal importance, because the Points of You photos and stories helped each coachee open up and tell his/her real stories, I felt that a level of trust was established in a very fast timeframe. No other coaching tool has such an impact in such a short period of time.

I also used Points of You in team development interventions and witnessed team members quickly opening up with each other, identifying various team dysfunctions and vowing to overcome them. I see Points of You being used in coaching, brainstorming, conflict resolution and diversity training – because all these management areas must be based on a foundation of authenticity and trust.

Thank you for introducing Points of You to L'Oréal. I look forward to working with you in the future and I highly recommend Points of You to my HR and training colleagues around the world!

Best regards,



Marjolaine Rompré  
Director, Learning for Development

Human Resources

L'ORÉAL CANADA Inc., 1500 University St., Suite 600, Montreal, Quebec H3A 3S7  
tel.: (514) 287-4800 fax: (514) 287-0764