

To whom it may concern:

I am delighted to write this letter of recommendation for KIC Training Company, with whom SIA Bite Latvia has enjoyed a productive partnership in designing our leadership program. The expertise and dedication demonstrated by their team have significantly contributed to the professional development of our leaders.

KIC Training Company has been our partner in designing a year-long leadership program for approximately 100 managers. In this collaboration, we would like to emphasize four key aspects: deep analysis of customer needs, a wide variety of professional trainers, a holistic approach to program design, and diverse training methods. Allow me to elaborate on these points.

Understanding Customer Needs:

KIC has demonstrated a deep commitment to understanding the real needs of the customer for all training topics. They meticulously analyze core issues that need to be addressed in each training module, utilizing data from engagement surveys, 360-degree evaluations, and in-depth focus group interviews. Moreover, KIC ensures that all topics within the training program are interlinked and effectively address the real challenges faced by our organization.

Variety of Professional Trainers:

KIC offers an impressive array of trainers capable of covering a wide range of topics. We have been able to select trainers best suited for different management levels, from top executives to team leaders. Additionally, the cooperation with the program designers has been exceptional, with their willingness to propose the best possible solutions. The before-and-after feedback sessions and consultations with KIC's extended expert team provide us with the assurance that our feedback and best practices are being incorporated.

Holistic Program Design:

We greatly appreciate KIC's holistic approach in designing the leadership program. All topics are interlinked and complementary, ensuring that any core issues identified during the analysis process are addressed throughout the training modules. This approach ensures a comprehensive development experience for our leaders.

Diverse Training Methods:

KIC employs a variety of training methods, ranging from design thinking workshops and practical seminars to peer group sessions. The primary objective is to ensure that our managers can apply new knowledge in real-life situations. KIC has facilitated the use of real projects and practical skill training within the training environment, making it easier for managers to implement these skills in their work. Additionally, the





organization of a kick-start conference for the managers' training program significantly boosted engagement.

We highly recommend KIC Training Company as a training and development partner, particularly for dynamic companies seeking smart growth for their leaders. Should you have any questions, please feel free to contact Ms. Inga Kalniņa, Training and Development Manager, at +371 28646690, or Ms. Endija Kaševska, HR Manager, at +371 26486785.

Kind regards,

Endija Kaševska

Human Resources Department Manager

SIA Bite Latvia

