



Mancroft
International

The Winning Edge

Testimonials

On the 10th June, I attended The Winning Edge course which was delivered by Ray Brown. I would like to take this opportunity to let you know how impressed I was with both the course itself, which was excellent, but also the way it was delivered by Ray. His passion and belief in the winning edge shone through and made it much easier to get to grips with the concept, his management of the class was excellent and he was able to field some very difficult questions with ease. As a long-time trainer myself, I tend to be over critical of presenters, but he was flawless in his delivery, his use of anecdotes and stories to illustrate his points was superb and made it much more easy to digest. I have been on courses that explore similar ideas (though none are as thorough as this) and invariably with these they are riddled with management double talk- (synergistic, facilitating a mutually beneficial platform etc.) but Ray avoided these clichés and kept things nice and simple. **K Blue, Call Connection**

Ray's passion and understanding of this topic is superb. He is challenging and engaging, but only because he knows the subject so well and has the passion to back up what he says. I would definitely recommend this course! **J Greatham, Call Connection**