

**The World Bank**

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT  
INTERNATIONAL DEVELOPMENT ASSOCIATION

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To Whom It May Concern:

*Letter of Appreciation*

Linkage Outsourcing Services recently provided training to our Regional IT team on Critical Thinking and Problem Solving skills at Laico Hotel, Kigali-Rwanda.

The purpose of the training was to enhance our team's skills in solving problems and thinking outside the box to improve on their leadership and supervisory abilities.

We feel that these two objectives were met and have since seen greater collaboration and enhanced teamwork amongst our team members.

The team found that the ideas presented were easy to implement, very informative and relevant to the day-to-day challenges of the work. We appreciated the keen interest of Linkage Outsourcing in discussing the details of our challenges before the training and in working with us to prepare a customized program for the World Bank.

Following this experience we can highly recommend Linkage Outsourcing Services to those who may want to improve teamwork and problem solving skills among their team members.

Sincerely,



Robert Riccio  
Sr. IT Manager  
Africa Region