

AMANDA REEVES TESTIMONIAL
Hands Group – Operations Manager
12 March 2024

I've known Mario for close to 10 years now. He came into our business and rolled out a programme through the whole business about efficiencies and effective ways of working. And I've just taken that with me and shout it from the rooftops every opportunity that I can. I think there's things that you think you know about programmes you like I'm all over that I've used it so many years there's nothing new or can be taught and his approach is so personable and so knowledgeable without being overwhelming or intimidating and speaks to people on different levels. So you can have everybody from the receptionist to the CEO in the one room and we're learning the same programme and take different levels and experiences away from it to be able to effectively communicate and operate and work throughout the whole business. No matter what situation you're bringing him into. Everyone walks out smiling and blurts up, he has the ability to bridge gaps and to bring people together particularly in different levels of relationships of working relationships. So, you can have the executive assistant and CEO be able to bridge that gap through his support and leadership. I was surprised how quickly people who were not open to change adapted the change. I think that he gives you tips and tricks that are quick to pick up and to put into place and you don't have to think about them again and it changes your way of working but he also has that ability to check back in and have those follow up sessions where you can have a refresher and bring it back to front of mind and pick little things up as you go along as well. There's always something new to learn. There's always new platform whether you're starting a new job starting a new role. There's a new platform or new programme that you have to learn and the whole idea can be really overwhelming and scary and so you just avoid it. Mario just has the skills and the knowledge that he's also continually learning and taking away the key things that you need to learn you need to embrace and makes it approachable and takes away that scariness factor to something you don't understand as to how this can help you in your job and be simple change. If you hire Maura, you will change your way of working forever. You won't go back to how you thought that you were effective. It just streamlines your day. It buys you back time that you didn't think that was possible. It just it gives you it gives you just a smoother way of operating and you're more present in how you operate. I personally follow Mario's career I engaged with his performance and his skills that he offered and said I will follow you anywhere without being condescending. I'm proud of him and it's about time he is the effective way of working. It's not about brand or company that he works for it is about Mario and his way of teaching and his way of learning. And he just has the best heart and the best approach on caring about you and your performance in your working relationships and assisting you to be better. Absolutely.