



leadership masterclass

creating effective business leaders



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A masterclass designed to develop effective leadership behaviours and competencies utilising a comprehensive set of practical leadership tools delivered by Mission's uniquely qualified facilitators.

The primary training day is followed by two group coaching sessions, delivered on site, post programme, to facilitate the integration of the leadership content and coach the group through live work based scenarios.

These programmes can be reinforced experientially and supported with a selection of profiling tools (please see the experiential and psychometric tools inserts for a full list of options and sample objectives).

Who should attend?

Tailored for leaders at all levels

Duration:

The leadership masterclass is delivered over one day with a further two group coaching session days. There are also options to extend the programme through Mission's Coaching for Performance package, details of which can be found on the coaching insert.

All programmes include extensive design to ensure we deliver against specific, explicit objectives.

Delegates:

Minimum of 8 and up to large conference group sizes

Objectives and Outcomes:

- To have a clear understanding of how to develop individual and team competence, skills and capabilities
- To be able to align individual contributions to organisational strategy
- To know how to balance the needs of the team, individual and task for optimum team performance
- To know what motivates you and the individuals in your team
- To be able to run effective one-to-one feedback sessions
- To be able to prepare for and lead successfully through change
- To understand relationship theory and prevent and manage conflict

Topics / Content:

To encompass the following modules:

- Team leadership
- Leadership principles and tools
- Operational alignment and Mission based leadership
- Insight into personal learning and motivational preferences
- Leading through crisis and change
- Relationship theory and building trust in teams and relationships

Investment

Investment either per delegate or total investment for the course

“Throughout my career, I've attended numerous management courses and I can honestly say that none of them has come close to Mission Performance in terms of quality. I feel I have learned a huge amount about the skills required for effective leadership - I don't think there was a single moment during the 3 days when I wasn't learning something new... Every session was directly relevant to my role... easy to understand, challenging and presented by an energetic team in a uniquely interesting way.”

Manager

- International IT and Management consultancy

“I am writing to thank you for your time, effort and inspiration on the recent event. It was one of the best activities I have been fortunate enough to have had the opportunity to do since joining the Bank and I can honestly say that I felt truly privileged to have had that chance. I have already taken on board your teaching.”

Manager

- Major International Bank



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m i s s i o n

☆team teaching
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team development
taking teams seriously



team development

taking teams seriously

Traditionally teamwork within many organisations has not been given equal importance to other areas of professional development such as leadership. At Mission we fully appreciate that in order to increase performance year on year and to grow your business effectively, taking teams seriously will be key. Teams that work interdependently with a clearly defined culture and a clarity of vision, values, roles and responsibilities, will always achieve far greater results than teams that work as a group of individuals. Mission's team development programmes are specifically designed to develop teams to deliver greater levels of performance.

The theory of the masterclass programme can be reinforced experientially and supported with a variety of psychometric profiling tools (please see the experiential and psychometric tools inserts for a full list of options and sample objectives).

Who should attend?

New and existing teams

Duration:

A one or two day programme dependent on your choice of experiential reinforcement with two follow up days to embed the learning.

There are also options to extend the programme through Mission's Coaching for Performance package, details of which can be found on the coaching insert.

All programmes include extensive design to ensure we deliver against specific, explicit objectives.

Delegates:

Minimum of 6 and up to large conference group sizes

Objectives and Outcomes:

- To understand the importance of values and culture in building a high performance team
- To understand the importance of clarity in defining success for the team
- To understand the importance of working in an interdependent way to achieve the goals of the team
- To understand the importance of subjugating individual ego to the ego of the team
- To develop greater levels of personal and team 'emotional intelligence'
- To be able to manage change and crisis more efficiently as one team
- To be able to align individual actions to organisational/team purpose
- To be able to recognise and manage conflict more effectively as one team

Topics / Content:

To encompass the following modules:

- Mission's model of high performance team work CCI©
- Performance Challenge© modules to include:
 - > Crew Pre Race
 - > First Storm - Crisis Management
 - > Integrating new team members
- Developing and managing team priorities
- A choice of supporting psychometric profiling tools including:
 - > SDI, TMSDI and MBTI

Investment:

Investment either per delegate or total investment for the course

“The training strength lies in the fact that the trainers have actually used the principles taught on the course.”

Learning & Development Manager
- Major UK Retailer

“The whole Mission Performance team has been completely professional and committed to ensuring that the company's needs were clearly understood and translated. The delivery of the programme has been first rate and the team has obviously had first hand experience which not only added to the interest and relevance of the programme but also demonstrated their ability and enthusiasm to project their experiences into the context of leadership for a complex organisation.”

Manager
- Commercial Banking

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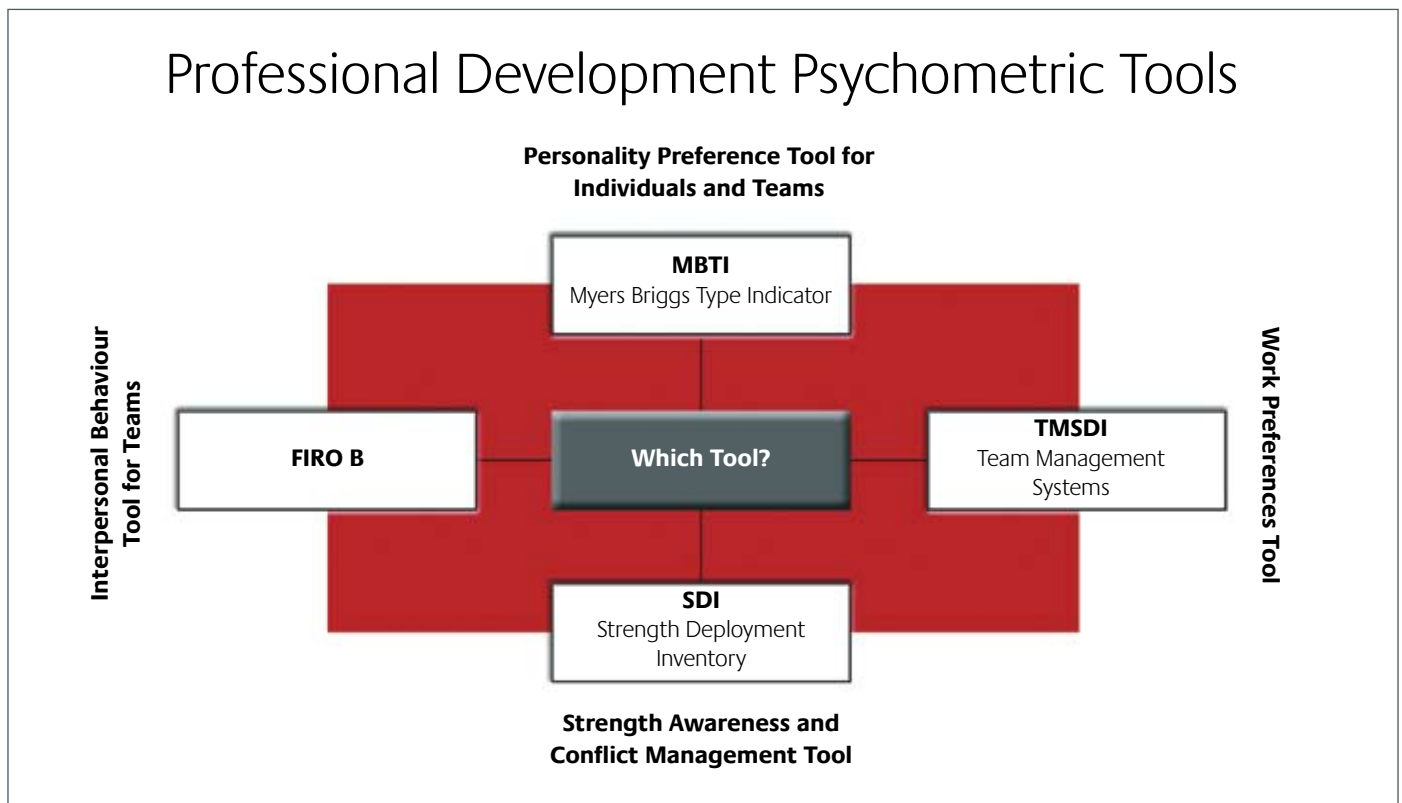
psychometric tools

MBTI, TMSDI, SDI and FIRO B



psychometric tools

MBTI, TMSDI, SDI and FIRO B



Mission has selected four of the best, internationally recognised, psychometric tools to augment our professional development solutions, which range from large graduate induction events through to one-to-one professional coaching. We would typically consult with clients to diagnose which tool would be most suitable to achieve your objectives and utilise the collated data to deliver blended learning solutions. These would either be delivered as stand alone workshops or as part of our Leadership or Team Development programmes.

MBTI

An internationally recognised psychometric tool specifically helpful for individuals and teams needing to adapt quickly to new and changing environments. It gives knowledge on individual personality preferences, which when applied to a team context shows diversity and performance potential for teams. Ideal for individuals and teams in transition, new teams in a tough climate, building trust, self awareness and cultural awareness.

TMSDI

The Team Management Profile is based on a 60-item questionnaire and provides you with information about your work preferences. It is a starting point for consideration and discussion of how you approach your work and your interactions with others in the work place.

SDI

The Strength Deployment Inventory (SDI) helps identify personal strengths in relating to others and under two conditions: 1. When everything is going well, and 2. when individuals are faced with conflict. It also suggests ways that one can deploy personal strengths to greatest effect and improve relationships with others. SDI will also indicate changes in motivation and related behaviours when faced with conflict and opposition, giving conflict sequences. This information is ideal for conflict awareness, prevention and management.

FIRO B

A powerful psychometric tool specifically helpful for teams focusing on their interpersonal behaviour. It builds trust and openness in a team and supports a team through different stages of growth. Ideal for communication, trust, self awareness, conflict and change.



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working the room
networking for success



working the room

networking for success

This programme is designed to develop essential business networking skills and relationship management behaviours with both external and internal client relationships in mind; the benefit of a strong internal network can often be overlooked. The theory will be reinforced experientially throughout the day and will finish with a live networking event organised by the delegates and facilitated by Mission.

Who should attend?

- Relationship and account managers
- Graduates moving into business development roles
- Anyone with the requirement to build internal or external high value relationships

Duration:

One day delivery with an evening networking function

Delegates:

Minimum of 12 and up to large conference group sizes

Objectives and Outcomes:

- To be able to feel confident in any networking situation or event
- To be able to develop your network capital
- To be able to adopt the right behaviour at the appropriate time at any networking event
- To understand and adapt to specific social and cultural norms
- To be able to build effective relationships
- To manage an event to the right level of detail so that your guests feel comfortable and impressed
- To be able to promote yourself and your business with brevity and clarity

Topics/Content:

Macro skills

- The business case for networking
- Networking defined: What it is and is not
- Using your own 'six degrees of separation'
- Cultural norms and differences
- Global networks
- Building and tracking the value of your network through 'Network Capital Accounts'
- Using technology to manage your network
- Using forums and third party services to build your network

Micro skills

- Business card etiquette
- Snap briefs and the first thirty seconds
- Appropriate body language and forms of greeting
- Formal occasion management
 - > Formal dinner etiquette
 - > Formal business reception etiquette
- Managing the experience of the guest
- Breaking in and away from social groups
- Establishing rapport and building effective relationships
- Appropriate follow up activity

Investment:

Investment either per delegate or total investment for the course

“Networking is probably one of the most underrated skills in the bank. It is amazing how many people laugh when you tell them you are going on a networking course. This was by far one of the most valuable training courses I have been on in many years and I intend to use what I have learnt rather than forget it...”

Relationship Manager
- Major International Bank

“Essential skills not only for business development and client relationships but at a career development level too!”

Talent Management Programme Director
- Major International Bank



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m i s s i o n



body language

activate 100% of your communication skills



body language

activate 100% of your communication skills

With the spoken word only accounting for 5% of verbal communication there is so much we need to be aware of if we want to make the right impression and avoid misunderstandings. In a growing global market, cultural misunderstanding or misinterpretation could equal lost business.

This one day workshop is designed to give delegates a clear understanding of how body language works. It highlights the awareness required for effective communication; concentrating on how each individual can moderate their own body language and the effects that body language can have on interpersonal interactions.

Who should attend?

Relationship or account managers, leaders and managers at any level and sales professionals.

Duration:

One day programme

Delegates:

Minimum of 12 and up to large conference group sizes

Objectives:

- To learn about body language and investigate how some of this can be used to benefit the individual and your brand
- To increase self awareness and as a result allow individuals to be more relaxed and communicate with less misunderstanding
- To increase cultural awareness in a growing global market place

Topics/Content:

- First impressions and assumptions - you and me perceptions
- Genetic, environmental, cultural, physiological and professional factors
- Investigating poor body language and resulting misunderstandings
- The science of facial body language using computer simulation
- The uncontrollable pupils - the eyes have it
- Reading body language - revealing deceit
- Mirror images
- Greetings across the globe and the infamous business kiss
- Cultural diversity in the growing global market place
- Image - portrayal and perception
- Conversation and name retention
- Introduction or presentation - impressing your client
- Mind games - how our brain recalls information
- Creating credibility for the brand
- Trust - the glue in relationships
- Corporate and team body language - is it right?

Outcomes:

- An increased self awareness and increased self confidence
- An appreciation of cultural differences and sensitivities
- More effective relationship management
- Less misunderstanding between colleagues and with clients and partners
- An improved brand reflecting image

Investment:

Investment either per delegate or total investment for the course

“This programme was as usual, well delivered and will be of great use to me in every aspect of my professional sales role...”

Relationship Manager
- Major International Bank

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m i s s i o n



building business relationships
people do business with people



building business relationships

people do business with people

Do you let relationships develop naturally or are you proactive in nurturing them and making sure they grow? Do you connect and engage with clients and colleagues as much as you could or should? Is the business a brand or are you the brand?

This one day workshop is about how you connect and engage with your clients and colleagues and how you utilise the collective strengths of your organisation. Your clients see you as the face of your organisation and to this end you need to engage with confidence. At the same time you will require the skills to engender trust and understand your clients' needs and how best to help them achieve their objectives.

Who should attend?

- Managers or future managers
- Relationship and account managers

Duration:

One day programme

Delegates:

Minimum number 12

Also available for larger conference groups

Objectives:

- Gain an awareness of the variables in a relationship
- Build up a toolbox of questioning techniques to assist in unlocking clients' hidden needs
- Reflection and sharing of personal experiences
- Gain an appreciation of variable styles of communication
- Add value to existing relationships

Topics/Content:

- If your brand was a person what would it look like?
- Delegates' needs awareness
- Relationship dynamics - the blind side effect
- Personal disclosure through Johari's window
- Effective questioning with TED - open, rhetorical, leading and closed
- Creating a good client relationship - gaining trust - building confidence
- Unlocking client's hidden needs - gaining respect and credibility
- Investigating situational communication styles - the art of variation
- Me, you and us - mutually beneficial relationships
- Client case studies - you and me
- The importance of a name
- The power of silence - WAIT (Why am I talking)
- Six degrees in reality

Outcomes:

- Increased self awareness
- Increased self confidence
- Multiple options for asking questions
- Increased empathy
- Less misunderstanding between colleagues and with clients and partners
- Shared lessons from personal experiences

Investment:

Investment either per delegate or total investment for the course

“Many of our dealers arrived with a degree of apprehension about the following two days... ..and everyone left with the feelings of personal/team pride, accomplishment and a deeper understanding of how to get the most out of a team. I am confident that many of these lessons will be applied in their business lives, which will undoubtedly benefit us in the long term.”

National Marketing Director
- Luxury Retail Brand



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coaching masterclass

coaching for performance



coaching masterclass

coaching for performance

Coaching for Performance aims to address business issues that are linked to a person's behaviour and area of influence.

Mission strongly recommends that organisations should consider Coaching for Performance as one of the key elements in any developmental programme.

Typically our coaching solutions are set firmly within the context of your business. The process begins with an in depth look at your working environment and an analysis of specific work based scenarios where coaching may help to improve the performance of the coachee/s. As you would expect, Mission coaching looks at self-awareness as a means to affect greater personal and work place effectiveness.

Who should attend?

Any person or group who wants additional support to refine their leadership/management behaviour and effectiveness.

Duration:

Delivery includes 1 face to face session, every 5 weeks, over a 6 month period (5 in total). Between sessions, delegates are supported with online access to a secure, interactive coaching site for access to content and programme assignments.

Delegates:

Maximum of 4 delegates to one coach

Objectives and Outcomes:

- To become a more consistent and authentic leader and team player
- To become a more rounded and skilled manager of people
- To manage performance related issues in a constructive way
- To nurture and develop more effective relationships with your colleagues
- To develop as a person to enable you to achieve personal and organisational objectives
- To incentivise and retain your most talented employees

Topics / Content:

- MBTI - SDI - TMSDI psychometric profiling and related modules
- Mission's LSO© (Leading Self & Others) leadership philosophy
- PERFECT 7 model of managing performance
- Mission's MSO© (Managing Self and Others) management philosophy
- Mission Based Leadership
- Organisational and job analysis
- Personal analysis
- Leadership gap analysis
- Performance gap analysis

Investment:

Investment either per delegate or programme, paid monthly as a retainer or as one sum.

“As usual your approach was refreshingly different beginning with an assessment of the demands of my role and the organisational expectations... It was clear at every stage how each session built on the last and how they all began to make real differences to my business performance.”

Manager
- Facilities Management Organisation



Mission Performance Ltd.

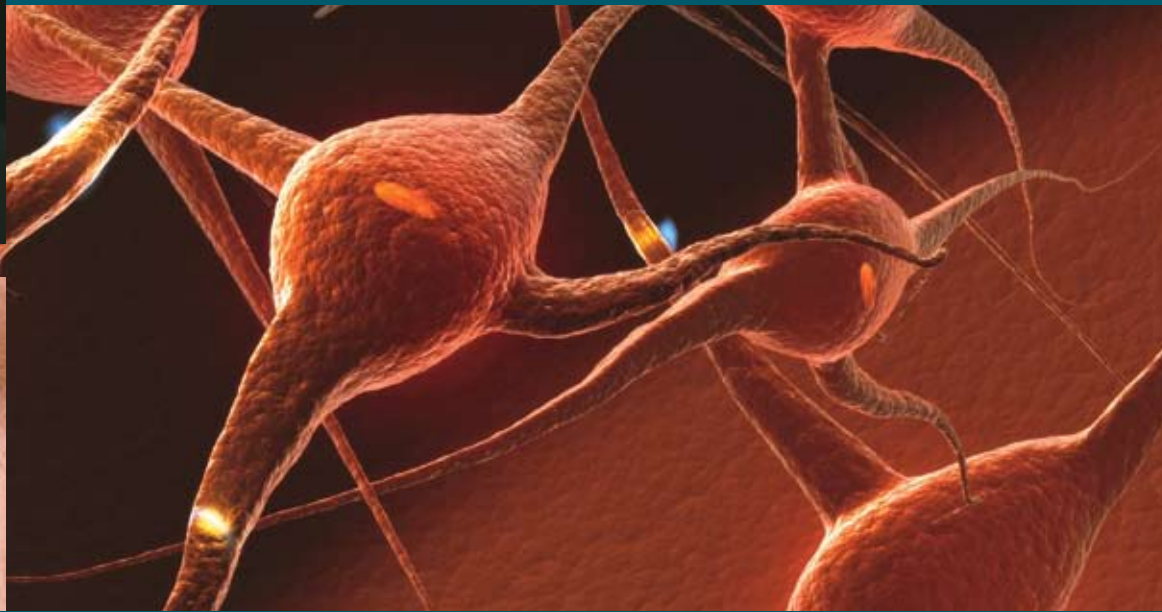
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neuro linguistic programming NLP

the study of human excellence



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the study of human excellence

“Communication and influencing with integrity”

Is effective communication a fundamental process in your business?

Is the building of long-lasting, meaningful and congruent relationships with your clients, customers and team important to you?

Would you like to influence with integrity?

Neuro Linguistic Programming (NLP) has many definitions. For us it is simply the modelling and achieving of excellence. By ‘modelling’ the success patterns of those who excel in any area of life - business, health, emotional intelligence, communication or relationships for example - pioneers in the field of NLP have identified the key factors that can help you become more effective, successful and fulfilled. In particular, NLP shows you how to become a more effective communicator, with your partner, your children, your work colleagues and your friends. Establish rapport - one of the keys to effective communication. Missions NLP workshops will help you understand how your mind works and how to run your mind more effectively - thereby giving you more control over how you feel and how to deal with stressful situations.

Knowing what you want in any area of your life and becoming clear about your goals is a fundamental life-skill shared by all effective people. NLP offers you these skills in a simple but highly effective form. Through NLP you will be able to choose how you feel rather than being the victim of events. This often results in individuals becoming more successful in key areas of their life, by modelling their own and others’ success strategies and discovering how to duplicate them more often.

Who should attend?

- Relationship Managers
- Client Facing/Sales Teams
- Sales Managers

Duration:

One or two day programme

Delegates:

Minimum of 12 and up to 25

Objectives:

- Increase your knowledge of NLP and its effective application in the work environment
- Practice NLP techniques applicable to your working environment

Topics/Content:

- What is NLP?
- A state of mind!
- The presuppositions and pillars of NLP
- Building rapport - matching, eye accessing cues and predicates
- The power of language - Milton and Meta Model
- Chunking - the art of questioning
- Logical Levels

Outcomes:

- An increased self awareness
- Building and maintaining effective relationships
- Asking effective questions
- An increased understanding of the ability to influence with congruence and integrity
- An increased understanding of spoken language and its importance in our interactions

Investment:

Investment either per delegate or total investment for the course

“NLP may be the most powerful vehicle for change in existence.”

Modern Psychology

“NLP could be the most important synthesis of knowledge about human communication to emerge since the sixties.”

Science Digest



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m i s s i o n



experiential options
marine and land based



experiential options

marine and land based

Mission is made up of an elite group of consultants each with exceptional experience creating and leading teams in some of the world's most spectacular and extreme environments. As a result, our ability to deliver high impact experiential activities for teams and larger groups is unrivalled. Activities can either augment our core Leadership and Team programmes as additional days, enabling the activation of the learning theory, or can be designed as stand alone events for conference groups or hospitality events for your most valued clients.

Who should attend?

- Any delegate group on a core Mission programme
- From small teams to large conference groups
- Client hosted events for high value relationships

Duration:

One day to one week

Delegates:

Minimum of 6 up to large conference groups

Experiential Options:

Land Based Days

- Locations:
 - > UK - Dartmoor, Wales and Scotland
 - > Mountain based Europe - Chamonix and Bavaria

Mission's Mountain programmes are delivered by world class alpine mountaineering guides and polar explorers who have an incredible wealth of experience, which includes summiting Everest and racing to the Magnetic North Pole. Programmes can take place in the stunning mountains of the UK or the spectacular French Alps surrounding Chamonix. Groups can experience the full range of mountain activities including; climbing, scrambling and alpine rope techniques, gorge walking, mountain biking, white water rafting and canyoning. Each programme will be tailored to suit the experience and fitness levels of each group and will also teach, practice and reinforce high performance behaviours. All programmes are delivered by fully qualified professional trainers and guides.

Arctic Experience

- Locations:
 - > North Sweden
 - > Norway

Mission's team of Polar Explorers have created an arctic wilderness package enabling groups to experience spectacular scenery whilst utilising traditional methods of travel and shelter. Groups would be trained in the basics of cold weather survival and travelling with dog teams. They would then plan their arctic journey before setting off self sufficiently with their shelter and provisions. Teams would arrive at camp one and erect traditional Tepees capable of sleeping groups of eight around a camp fire. Day two could include snow shoeing, cross country ski touring or continue the journey with the tireless dog teams. For Camp two, groups could either build igloos or snow holes or stay again in the Tepees. Day three could include "ice breaking drills" or a skidoo safari followed by a traditional sauna and the potential to stay overnight at the famous Ice Hotel.

Ideal as an experiential Team Development Programme, an incentive or reward package or as a client hospitality experience that provides memories for life.

Yacht Based Sailing Days

- Locations:
 - > England south coast - Scotland west coast - Abroad
- Delivered by Mission's own ocean racing skippers who have experience racing crews around the world in the Global Challenge or the Volvo Ocean Race. Delegates will form crews and be coached through the basics of sailing and tasked with planning their own sailing challenge. Designed to exercise the high performing behaviours and leadership qualities practiced by ocean racing crews, the sailing days are the ideal way to reinforce programme theory and put team dynamics to the test. Based either on the south coast's Solent or on the spectacular west coast of Scotland, Mission's team sailing days are the ideal team development experience. Yacht based events are also available for large corporate regattas with multiple yachts and for powerful high impact client hospitality events.

Royal Navy Simulator - The Ultimate Leadership and Team Challenge

- Delegates:
 - > Formed teams and leaders and managers at any level
 - > Minimum size group 8 maximum size per simulator session 34

The Royal Navy Damage Repair Instruction Unit or "sinking ship simulator" is a life sized replica of a battle ship complete with engine room, mess decks with bunk beds, lockers and hatches. Each group will undertake an intensive training session and become the damage repair party (DRP) tasked with repairing any damage below the water line the ship may encounter.

The simulator pitches and rolls as a ship would in high seas and then comes under simulated missile attack and is holed below the water line. The groups are then tasked with finding and fixing each damaged area. With chest deep water and the simulator pitching and rolling to 30 degrees, the task is the ultimate test for the team or group of leaders. The simulator tests leadership, communication, teamwork, planning and prioritisation, decision making all under huge pressure, as the team battle to stop the water from sinking the ship. Delivered as a half day exercise or as a finale to our core leadership and team programmes.



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m i s s i o n



guest speaking

motivational - inspirational - leadership - teamwork



guest speaking

motivational - inspirational - leadership - teamwork

Mission's ethos is built on a foundation of exceptional personal experience gained from some of the most challenging environments on Earth. All Mission's consultants speak regularly at events after dinner and at larger conference and communication events. Our speakers also have the ability to reinforce all aspects of our portfolio thus ensuring an inspirational and memorable learning experience, where the theory is brought to life by first hand and very personal accounts of adventures around the world. Unlike many guest speakers, Mission's speakers are all professional development consultants as well as adventurers.

This guarantees that the presentation content fits perfectly with your conference objectives and reinforces your corporate message, reaching your target audience in a powerful and high impact way.

Mission has provided guest speakers for conference groups ranging from 30 up to 1500 delegates and regularly deliver speeches throughout the UK and internationally. For a full selection of Mission's speakers with detailed biographies please visit: www.mission-speakers.co.uk

“Thanks very much for your presentation on Wednesday, it was fantastic and well received by all attendees, it was extremely motivational and linked beautifully with the rest of the presentations during the day.”

“Your presentation was a resounding success and in fact my boss, our Global HR Director, said it was the best presentation he had seen in his life (and coming from him this is praise indeed).”

“Thanks for a great speech, it really set the tone for a great team building day and helped us all to focus on the real benefits of good team working in progressing the issues and challenges we face everyday in our business.”

“Superb talk - gripped from beginning to end.”

“Brilliant, fascinating, moving, witty, organised, frightening, memorable - where does one stop? You could certainly fill the Albert Hall many times over.”

“...your lecture universally praised by the student body... simultaneously thought provoking and entertaining.”

“I have just attended the Institute of Directors Event you presented at and wanted to thank you for your incredible presentation. I've experienced many a dull speech at events of this nature but it was a joy to listen to your incredible exploits and overall approach as a leader and team player. Thank you and I wish you all the best of luck with Mission Performance, although I suspect luck doesn't come into it.”

“An inspirational and fascinating talk: it's not only about reaching the summit of Everest but about how a small group of people overcame the odds and, as a high performing team, managed the mountain so that a successful ascent could be made. To top it off they then carried out the highest ever rescue.”

“The feedback was very positive. The talk was encouraging and thoroughly enlightening. Your professional insight into leadership left them with many thoughts for reflection. I have learned a great deal from your presentations which have influenced many young officers, providing them with an inspirational role model.”

“Thank you for such an eye opening talk... like most non-combatants, I have spent any number of hours listening to grand plans, global strategies and battlefield tactics, but had no conception of, the sheer terror, the unpleasantness and the confusion which is what the grand plans are ultimately reduced to. An occasion which will live long in my memory... a stellar performance.”



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