

January 23, 2014



Ms. Suzanne Updegraff
President
Employee Development Systems, Inc.
7308 S. Alton Way
Suite 2J
Centennial, CO 80112

Dear Suzanne:

Teaching and implementing *Increasing Personal Effectiveness (IPE)* throughout the last decade at Children's Healthcare of Atlanta has been one of the most successful journeys of my career. This course is repeatedly pronounced "the best course I've taken," and more than once I've heard that "this course has changed my life" from one of our staff professionals.

The skills built during the IPE workshop are not only useful to our healthcare culture, but to each department and employee inside our organization. The personal accountability component combined with understanding more about your personal style and how to adapt that style has been invaluable in team meetings, conflict situations and performance evaluations. The course has helped punctuate our high standards of service, and I especially value observing participants walking away with tangible skills to put into place.

I hope to continue teaching IPE for many years and enjoy working directly with you and Sherman Updegraff on professional development solutions. Your internal team of experts in Denver, Colorado is consistently on top of my requests, and I appreciate Todd Blackstone's assistance in meeting our shipping deadlines. I look forward to continuing our partnership for many years.

Sincerely,

Gillian Landgraff
Staff Trainer, Learning Services

Children need Children's[®]

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