

11/08/2010

Ms. Lisa Bates
Employee Development Systems, Inc.
7308 S. Alton Way, Suite 2-J
Centennial, CO 80112

Dear Lisa,

When they knew that we needed to promote positive communication strategies among staff, our Executive Team decided that we needed a “common language” for the Bank. I had previous experience with IPE at a former employer and knew that EDS provides just that by using consistent terms and strategies for both managers and individual contributors, so we were confident when starting Communicating to Manage Performance in May of this year.

2010 has been an amazing year for achieving our communication goals. After 92 of our managers completed Communicating to Manage Performance with your stellar facilitation, we have increased our managers’ and supervisors’ awareness of themselves and their teams’ styles. So far, 110 employees have also completed IPE this year, and we have received positive feedback from both employees and their managers about the program’s impact. Here is a sample of just some of the feedback we’ve received:

- “...this week has been absolutely wonderful for me in terms of being happy at work. I really attribute that to the seminar last week and to the great job you did! So THANK YOU!”
- “To say that this workshop was helpful would be the understatement of the year. It is precisely what is needed in this environment and more specifically, desired by me.”
- “Thank you for taking the time and investing in the personal growth of Bank Staff.”
- “I want to be a better manager after this class.”

With approximately one third left of our staff to go, we continue to offer IPE as an ongoing resource to our employees, and look forward to continuing our work with you and EDS.

Mary Jane Brown
SVP, Director
Human Resources