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September 23, 2011

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

Re: Increasing Personal Effectiveness

Dear Suzanne:

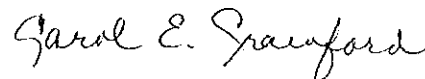
It has been such a pleasure to have you as part of our firm over the past couple of years. You've been an extension of our HR Department and partnering with you to develop the skills taught through the course, Increasing Personal Effectiveness (IPE), has been a rewarding experience. Rarely does a consultant take the time to get to know their client's needs and people the way that you do. You make the participants feel unique and special and you take the time and effort to tailor each class to the specific needs and unique personalities of those in attendance. Your work with our people has made a difference in their individual lives and as contributors to the firm's culture and success.

Law firms can be challenging environments for members of their support staff and the skills taught through IPE have helped our employees to improve their communication skills, take a greater level of ownership and accountability over their work, and to better understand and appreciate their own value to the organization. Our industry is going through monumental change and the skills taught in IPE have made a significant difference in the ability of our people to move beyond feeling victimized by these changes to taking an interest in and ownership for their own part in making these changes successful.

Suzanne, a personal thank you for being a role model and mentor to our Training & Development Manager. I have seen her grow professionally and personally over the past year and your influence has been a major contributor to her development.

We look forward to continuing our work together as we take IPE to our California and Denver offices this fall!

Very truly yours,



Carol E. Crawford, SPHR
Chief Human Resources Officer