



# Rolls-Royce

**Rolls-Royce Corporation**  
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Suzanne Updegraff, President  
Employee Development Systems, Inc  
7308 South Alton Way  
Suite 2-J  
Englewood, CO 80112

Dear Suzanne:

I cannot say enough good things about *Increasing Personal Effectiveness* (IPE). Our employees tell us IPE is the best workshop they've ever experienced. We receive feedback like, "This is a gold mine! Every employee should take this course." I agree.

IPE's highly interactive program delivers with structure and impact, and equips individuals with solid techniques/skills that can be applied immediately to increase personal and organizational effectiveness. The program materials are of the highest quality and the best practices takeaways are useful resources employees quickly add to their toolkits.

I was personally and professionally inspired by the program. The session offers essential skills that are often the lost or missing foundation pieces that help drive personal and organizational success. You have delivered our workshops with passion, energy and expertise. Your willingness to share examples and experiences from your personal life is a unique component that creates an environment where participants feel safe and willingly open up to each other. Light bulbs go on and "aha's" are heard throughout the two days as individuals gain powerful insights.

Key benefits for our employees and organization include: Employees learn to set realistic goals and develop plans for action. . . individuals accept ownership for self-improvement and often undergo a transformation through self-awareness. . . personal accountability is renewed. . . improved communication and conflict management skills are developed. . . and a better understanding of the needs and styles of others is gained. You can see why the next program (while several months away) is filling up quickly by word of mouth alone.

The service and support of Employee Development Systems, Inc., are incomparable and I look forward to working with you on IPE and other programs that will help Rolls-Royce drive business success through developing its people -- the power within.

Sincerely,

Catherine Byers  
Learning & Development Consultant  
Rolls-Royce North America  
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