



April 26, 2002

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

Dear Suzanne:

I have recently completed a training class for ***Increasing Personal Effectiveness*** and I wanted to share with you the results.

While still a relatively new offering, this training has the potential to be extremely effective in helping Time Warner Cable achieve our major objectives. Currently it is the most frequently offered course in the Corporate Human Resources training curriculum. Based on the feedback we have received from both staff and operational groups we will be using *IPE* to continue the improvement we have realized in the following areas:

- Increased communication skills at all levels of the organization
- Improved personal accountability and responsibility
- More effective management of conflict and disagreement
- Improved understanding and more importantly, appreciation of different behavioral styles. This has been invaluable in increasing the effectiveness of individuals as well as in the "awareness" and effectiveness of teams
- Stronger focus on goal setting and the development of action plans to support those goals
- More effective decisions based on the knowledge gained through better communications and understanding of the needs of others (both customers and co-workers)

The program's design facilitates the transfer of knowledge to everyday work with dedication of ample time to the practice of skills and use of tools on real problems during class. The broad applicability of the content across functions and levels is also a key attribute of this course as is the modular structure and comprehensive facilitator materials, which maximize delivery options and flexibility.

Thank you for introducing me to this versatile and high quality training program. The product and responsiveness of your team to our range of training and development product needs have been outstanding. I look forward to a long working relationship with Employee Development Systems Inc.

Sincerely,

Beth Bennett

