

# Andrew A. Bowen

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Dear Suzanne,

I must thank you for bringing the Increasing Personal Effectiveness (IPE) into my life and the lives of so many who have benefited from its content. I was first exposed to the course when CenterPoint Energy made the wise choice to bring it to our employees in 2004. I then began delivering the course to our employees and later moved to managing delivery of the course to an average of 200 to 250 employees annually. Through my departure from Houston in February 2008, each CenterPoint Energy class would fill completely with virtually no marketing effort.

From my first experience as a participant, I was immediately taken with the concept of conscious choices and the impact of purposeful choices in achieving the results we desire with others. That and the model for successful change were life-changing for me personally.

Since that first class, the positive impact of IPE has been spreading through the CenterPoint Energy workforce. The evidence of this was visible in my experience primarily in three ways: 1) more employees directly ask for what they need in the workplace from their peers, supervisors and subordinates; 2) employees who have attended the IPE course adapt their style when interacting with internal clients, as opposed to their previous behavior; and 3) past participants are expressing sensitivity for others and demonstrating greater listening skills to others than before.

With this experience, I highly recommend the IPE course to any organization. The skills and model of personal effectiveness included in the course are applicable for any individual in the context of business and personal interactions. Thank you for this incredibly valuable contribution!

Regards,

Andrew Bowen  
Learning and Development Specialist