

# ELI LILLY FEDERAL CREDIT UNION

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January 8, 2003

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

Dear Suzanne:

As an organization, Eli Lilly Federal Credit Union is committed to providing our employees with relevant and useable tools to help them succeed as they serve our members and each other. We have been using the *Increasing Personal Effectiveness (IPE)* training system for almost three years. The material is well designed, easy to facilitate, and very appropriate for use in today's work environment.

*IPE* lends itself well to all levels of staff and helps our participants accomplish the following in the workplace:

- Learn different personality types and how to respond to each type
- Display more assertive skills in dealing with others
- Apply active listening skills on a daily basis
- Understand their part in team development

Thank you for a wonderful product, backed by first rate service!

Sincerely,



Mary Lou Morrison  
Training Manager  
Eli Lilly Federal Credit Union