



FES

Foundation for Educational Services, Inc.
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Sherm Updegraff
Employee Development Systems
7308 S. Alton Way
Englewood, CO 80112

Dear Sherm

This spring the Foundation for Education Services (FES) purchased your two-day Communicating to Manage Performance (CMP) course. I wanted to take this opportunity to tell you how we've used the program and what the response has been.

One of our highest priorities for 2002 is to change the management team's mindset and approach from evaluating to coaching. After analyzing our needs and evaluating many different programs and materials, I had decided to develop a course myself -- until I found CMP. And, after previewing the Leader's Guide, I was convinced it was the course for us. It not only emphasized the importance of a coaching approach, it offered a comprehensive course in the skills that are fundamental to good management and the very skills critical to effective performance appraisal:

- Describing Behavior or Results
- Using I-Statements
 - Giving Positive Feedback
 - Active Listening
 - Acknowledging Ideas
 - Giving Corrective Feedback

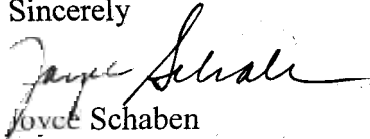
Thirty eight officers, managers, and supervisors completed the course and the evaluations were excellent. I will be delivering two more sessions to non-management staff using the same concepts, but from a co-worker or project leader perspective rather than an employer/employee perspective.

FES sees strong management skills as the linchpin to success and we will continue to emphasize and develop the CMP skills throughout the next year. We will also put specific and measurable practices in place to ensure accountability for practicing the skills.

I would be remiss if I didn't mention the quality of the materials. From the facilitator standpoint, I found the Leader's Guide to be very comprehensive and user friendly. It offered clear and accurate timeframes and the role plays and activities were excellent. At the same time I was able to supplement with my own stories and comments. From the participant perspective, I had many comments that the manual was an excellent resource tool. The fact that I see them in a prominent place on many desks is a testimony to that.

Thank you for offering such a valuable product and for your responsiveness to my needs. I look forward to doing business with Employee Development Systems, Inc. in the future.

Sincerely



Joyce Schaben

Training and Development Manager