



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, D.C. 20410-3000

OFFICE OF THE ASSISTANT SECRETARY
FOR ADMINISTRATION

November 7, 2002

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

Dear Suzanne

I want to take a minute to say "thank you" for two things. First, thank you for continuing to provide the excellent **Increasing Personal Effectiveness (IPE)** course. I have used it for more than 15 years now, and it continues to be one of my all-time favorite courses to facilitate. It is not only logically sequenced and a joy to facilitate, it is always highly rated by participants. One of the most common evaluation comments I receive is that this training will be useful to employees both at work and in other areas of their lives. I have had people come back to me more than a year after attending IPE to tell me how it has enabled them to move forward in their career and/or life. The critical skills taught in this course are applicable in every part of life.

Second, thank you for the outstanding support your company continues to provide. Whenever I have need of anything from Employee Development Systems, I have learned that all I need to do is let you know. In a time of increased impersonality, it is a joy to know when I pick up the telephone I will likely hear your voice. I also appreciate the calls you make just to check in with me.

Thank you again for a wonderful product, backed up by impeccable service. What a winning combination!

Sincerely,

A handwritten signature in cursive script that reads "Sue Maxwell".

Sue Maxwell

U.S. Department of Housing and Urban Development
ASC2 Training Consultant