



Member driven.
Community focused.

February 12, 2016

Lisa Bates
Employee Development Systems, Inc.
7308 S. Alton Way, Suite 2-J
Centennial, CO 80112

Dear Lisa,

In 2014, FHLB Dallas expanded its commitment to a learning culture by creating a formal Training & Development program. Based on experience our President had with EDSI, in 2015 we began employee training with the introduction of *Increasing Personal Effectiveness*. Employee feedback was very positive and we immediately noticed a new level of excitement across the Bank. Our employees enjoyed learning more about themselves and how to use that knowledge in daily interactions with others. We then followed up with manager development training, *Communicating to Manage Performance*. Our managers found the “real life” examples very beneficial and this training provided new insight about management and employee engagement. We continue to see improved interaction between managers and their employees along with better levels of productivity across the organization.

A few of the comments received from the training evaluations are provided below.

- “The instructor is very helpful in giving suggestions on how to handle those difficult management situations.”
- “This training not only raised awareness, but also gave an action plan as well.”
- “Class was excellent. I learned a lot about myself and my coworkers.”

Based on the positive feedback and results, I’m happy to inform you that IPE and CMP continue to be part of our training curriculum. Lisa, we’re very excited about working with you and EDSI again in 2016.

Best regards,

A handwritten signature in cursive script that reads "Nancy Huffman".

Nancy Huffman, VP
Director, Human Resources