

Covad Communications  
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Suzanne Updegraff, President  
Employee Development Systems, Inc  
7308 South Alton Way  
Suite 2-J  
Englewood, GO 80112

Dear Suzanne

Increasing Personal Effectiveness (IPE) has an excellent reputation with our employees. Our goal is that every employee attends the course within the first four months of hire. Many of our employees tell us IPE is the best workshop they have ever experienced. We receive feedback like, "This is great and I can use it in my professional and my personal life! Every employee should take this course."

Participants say they cannot wait to discuss what they have learned with their managers, husbands, wives, brothers, sisters, and friends. Many come back on day 2 with feedback they have received from others ready to apply the learning.

The IPE message that *you are responsible for your choices* is powerful and the exercises help participants identify their strengths and increase their self-awareness. Understanding the different communication/behavior styles, theirs, and the styles of others through DiSC provides personally insightful information. Understanding their own communication style also helps participants to apply other communication tools in a very personal context.

Managers use the IPE learning during coaching and feedback. Managers have requested employees attend IPE for specific professional development needs. This course has been received so well that people actually request their IPE sessions be scheduled sooner than later.

In summary, I would recommend the Increasing Personal Effectiveness (IPE) learning for personal, professional, and organizational development to anyone who asks. The learning empowers individuals to make different choices for better results by helping them to see themselves through their very own eyes.

Sincerely,  
Dea Easton

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Organizational Learning