

Suzanne Updegraff

From: Gladys Tillmon [GTillmon@aflac.com]
Sent: Monday, March 31, 2003 1:00 PM
To: 'phil.orazi@chick-fil-a.com'
Subject: Increasing Personal Effectiveness

Good afternoon Mr. Orazi: I spoke with Suzanne Updegraff (Employee Development Systems) regarding purchasing additional IPE (Increasing Personal Effectiveness) course material. In that conversation, she mentioned that you'd like customer feedback regarding the program. While I am not certain of your specific questions, I am more than happy to answer specifically if you forward them to me or call me.

First, a little of my background and role at AFLAC: I have worked for AFLAC for 14 years and have been responsible for all Corporate Wide training initiatives of AFLAC's nearly 4,000 employees for 4 years. I am a certified trainer through Zenger Miller as well as others and have trained various levels of Officers, Managers and frontline employees. I have a total of 10 years training management experience.

I purchased the IPE course for AFLAC in 1999. I am happy to state that this is one of the most highly attended courses and ranks head and shoulders above most others in our curriculum. It affords you the opportunity to learn your Behavior Style as well as others that you interact with on a consistent basis. We evaluate each course and I must tell you the results of IPE are impeccable. I am able to measure my return on investment with this product through positive feedback and persons continually asking me to offer it more often. It deals with the work and family life balance and raises the awareness factor for each participant. It touches on communication issues, making everyone accountable for their own actions, etc.

Since this program has proven to be such a valuable tool to AFLAC's frontline employees, we have just recently purchased the Management version (Communicating to Manage Performance). As we all know, one must have buy-in from the top.....I am here to tell you that based on the performance of IPE, this was an easy sell. We will implement CMP in April.

IPE has been a welcomed addition to AFLAC and I will be forever indebted to Employee Development Systems (Suzanne Updegraff) for making a world of difference in our employees.

Should you need anything further of me, please don't hesitate to call upon me

Thanks.

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