

September 18, 2003

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

Dear Suzanne,

As you know, I have recently completed the first presentations of the *Increasing Personal Effectiveness (IPE)* program in each of our three locations. The reception was initially guarded, however by the midpoint of the first day, the reactions were overwhelmingly positive. People in a financial services organization such as ours are by nature more conservative and more likely to concentrate on "hard skills" rather than the "soft skills." This is the first course in "soft skills" that we have offered where we received such enthusiastic feedback from participants. In fact, one site manager had to send out a communication to the rest of the staff who were not in the class to assure them that everyone would be able to attend a session of IPE in the near future.

I don't have to tell you how this made me feel. The program hits on all cylinders. Everyone was able to find valuable information and insights into themselves and the organization. The course is constructed in such a way so as to appeal to learners at all levels of the Company. Personal accountability for the results of the choices we make is a strong message and really caused people to think about what they do to help the organization move forward. Those who have attended IPE are talking to others in the terms they learned in class. They are actually putting the skills to work, and this is what I believe is the acid test of the effectiveness of the program. As we have more people experience IPE, I am confident that the impact will be even greater.

Not only does the course provide excellent information and skill practice for improving communication within the organization, it also has proven to be an excellent morale booster. People attend and feel empowered to make a difference. They realize, maybe for the first time, that they control their effectiveness through their own behavior choices. This in itself is reason enough to implement the plans I have to deploy it through the Company and make it part of the new employee training program for everyone who joins AMVESCAP Retirement, Inc.

Thanks so much for your support throughout our launch of IPE. Your encouragement and follow up have meant a great deal to us as we set out on our quest to increase the personal effectiveness of everyone in our Company. I am looking forward to working with you in the future.

Sincerely,



Louis F. Coroso, Jr.
Director, Human Performance Improvement