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February 6, 2014

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

Dear Suzanne:

Working with you and your team over the past four years has been a pleasure. As a biotechnology organization, we needed the right training materials and facilitator to quickly earn the trust of our highly educated, highly skeptical supervisory team. We found everything we were looking for in your course *Communicating to Manage Performance*©.

The CMP materials are well put together, and they also work well in practice. It is impressive that the way the class is facilitated has the focus on discussion, practice and working in small groups – not reading straight out of the book. The way the class is designed and facilitated instantly gets the managers engaged and owning their responsibility in communicating effectively to manage performance.

We look forward to working with you in the future, and thank you again for your efforts on our behalf.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sherri Norland".

Sherri Norland
Senior Director, Human Resources