

Subject: IPE Course  
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Hi, Bob. After participating in the 2-day workshop "Improving Personal Effectiveness", I'd like to praise the value of the course, Suzanne Updegraff (the facilitator), Tia and others who planned the program. It was wonderfully executed and Suzanne is dynamic!

This has been one of the best programs, of its kind, that I've participated in. The course content and presentation exceeded my expectations so much so that I immediately embarked on a work project I've been "thinking" about for some time.

I left the course with a clearer understanding of behavioral styles, how this impacts day to day interactions and increased self awareness. I'm aware of many powerful communication tools to use when interacting with others and what it means to be an effective listener. My self confidence has grown because I am more empowered to deal with the issues that present conflict in my professional and personal life. Setting achievable goals has become a priority as a result of this course. It's now up to me to put what I've come away with into practice.

There should be, and I hope will be, a follow up session to measure the outcome of this course. Boston Globe employees could benefit from "Increasing Personal Effectiveness". It has certainly been beneficial to me. Thanks for the opportunity to have been a participant in this powerful experience.  
Marlene