

Subject: INCREASING PERSONAL EFFECTIVENESS

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From: Barbara Shostak <Barbara_Shostak@fanniemae.com>

Organization: Fannie Mae

To: Gus Crosetto <gus_crosetto@fanniemae.com>,
Rhea Frazier <rhea_frazier@fanniemae.com>

Gus, I am headed off for my second day of "Increasing Personal Effectiveness" with Suzanne Uptegraf, and I wanted to let you know how much I am enjoying the class. In my 30 years of corporate employment, I have taken many personal development classes, and I have to say this is one of the best. The class content is well set-up, beneficial, and relevant, but the main reason for my satisfaction with the class is due to the instructor, Suzanne Uptegraf. Suzanne has engaged the class right from the start, opened up on aspects of her personal development, and encouraged the class to share their experiences. Suzanne ties all aspects of the training session to Fannie Mae as well as our personal lives, and enables us to see the how her suggestions can change the way we view ourselves, the way we interact with others, and how we can improve our lives. Suzanne has been an inspiring instructor, and I am looking forward to my second day of class with her. I would heartily (and I have already done so) recommend this class (with Suzanne Uptegraf, who I think makes a major impact) to all Fannie Mae employees. Barbara, X4420