

Social Security Administration
Metro-West Building
300 North Greene Street
Baltimore, MD 21201

April 14, 2009

Re: Recognition

To: Kathy Fox
Division Director

I want to take this opportunity to thank, Hector Martinez from DERO for taking the time from his busy schedule to pick me for the class "Increasing Personal Effectiveness", which I attended April 7th and 8th 2009.

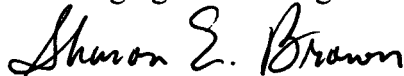
Having this wonderful facilitator, **Sue Maxwell**; I truly appreciate this training class, for the past two days.

I learned so much during this class about: the Choices for Growth and Change, Understanding Behavioral Styles, Communication Skills, Listening Skills, and Managing Yourself for Success. I know the choices I'm making. I am glad that I took this course to increase my personal effectiveness. But even more, I enjoyed the fellowship and conversation during this class time together.

This class was awesome! Having this training class helped me understand how important you can carry yourself no matter where you go in life. I know class is over now; DERO needs to bring the facilitator **Sue Maxwell** back again.

When I was hired, I knew SSA hired intelligent and hard workers who see a long-term future with federal government. I know SSA did not make a mistake in hiring me.

Once gain, I want to **thank** the DERO staff for the professionalism each one displayed for bringing this training class together.



SHARON E. BROWN
Customer Service Technician – (CST)
Mod 22 – X6-0910

cc: Georgiana Johnson – Deputy Director in DERO
Ora Brimley – Branch Manager
✓ Sue Maxwell – Facilitator
Hector Martinez – Supervisor Contact Representative