



December 30, 2003

Ashley Passow  
Account Executive  
Employee Data Systems, Inc.  
7308 South Alton, Suite 2-J  
Centennial, CO 80112

Dear Ashley:

I was first introduced to the Increasing Personal Effectiveness (IPE) program in 1990 when I joined Panhandle Eastern Corporation in Houston, TX as a Consultant in the Employee Development Department. The program was a major building block and vital part of the ongoing in-house training curriculum. All employees were encouraged to attend the IPE class. In fact, it was a prerequisite for most other training activities. Participation was even viewed as a prerequisite to successful job performance in the company.

As I delivered the class material over a period of five years to hundreds of employees, I watched them develop a better understanding of themselves and others they worked with. I witnessed dramatic conversions in the way they thought and acted. Interpersonal effectiveness increased and so did their confidence levels. It's my assumption that this occurred for a couple of reasons.

First, I see so many people who have entered the workforce with technical skills or knowledge in a particular field of study. They have spent their entire childhood and early education focusing on reading, writing and arithmetic. But they have not been taught how to effectively interact with others. They have not studied the competencies required to cooperate in a team environment. Or secondly, they make poor choices in the way they react to others around them or their circumstances. And then they refuse to accept the responsibility of their own choices and behavior, and the negative consequences that result.

For those who accept the theme of self responsibility, IPE will truly have a dramatic impact on a person's success in life. The effects of the program on our employees were obvious as they began to make choices about their attitudes and actions. IPE teaches participants that they can have control over many aspects of their job and their environment by making appropriate choices and responses. The employees who completed the class had not only the additional knowledge and skills necessary to be more effective but a different view of themselves. They had a higher level of confidence in their interactions with others.

For this reason I still utilize the course material in my day-to-day interactions with others. Currently, I serve as Director of Regional Human Resources for US Oncology. In this role, I provide general HR support to over 4,000 employees and their management teams. Most of my time is spent dealing with interpersonal issues - issues such as lack of team cooperation, aggressive behavior, miscommunications, conflict or poor listening habits. It is amazing the number of times I utilize some aspect of the IPE course content, whether it is helping employees develop enhanced listening skills, or teaching managers how to utilize a three-step request for change. These are the types of life skills that people should encounter early in their careers. It will contribute immeasurably to their effectiveness with others.

Sincerely,

Frank Lawrence  
Regional Director of Human Resources

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