



Dear Joe:

Thank you for an excellent presentation at our branch managers meeting last week.

Your presentation style was outstanding and the message you delivered was clear and helpful to our managers. I appreciate the fact that you took time to research our culture and talk to our managers ahead of time. That really helped in delivering what we were looking for.

Our managers left the presentation with new leadership tools for managing their branches. I have received many positive comments from our managers:

Susan Kaminski: Liked Most: Joe's energy and enthusiasm.

Most Memorable Concept: Best leaders see the world as it is not the way they want it to be. Thank you. Joseph

Nasher: Liked Most: Real life examples.

Most Memorable Concept: Team building.

Linda Donnan: Liked Most: The idea of building relationships.

Most Memorable Concept: The story of his daughter because it is true; we managers always want to fix people. Patrick

Paul: Liked Most: Loved the energy!

Most Memorable Concept: The triangles.

Jennifer Pennell: Liked Most: Different ways to be successful and being a team.

Most Memorable Concept: The stories about his family and how to motivate.

Susan Nagly: Liked Most: Suggestions of reading material examples.

Most Memorable Concept: Family stories to reality.

Kimberly Fisher: Liked Most: The energy level and examples used so we could take our experiences and relate.

Gave us new ideas to motivate, educate, and train.

Steve Scandahto: Liked Most: Energy.

Most Memorable Concept: Examples (Corporate).

David Geen: Liked Most: Relationships vs. Tasks and Core Values.

Most Memorable Concept: Simplistic Ideas, 50/70% Rule-Instincts.

Teresa Miller: Liked Most: Personal stories.

Most Memorable Concept: Becoming credible -- Fun.

Sincerely,

A handwritten signature in black ink that reads "Scott T. Pardon".

Scott T. Pardon
Manager Retail Operations
Vice President