

September 5, 2011

To whom it may concern:

It is with great pleasure that I recommend Diane Ravenscroft. I first met Diane almost 4 years ago, and have worked with her in multiple capacities since that time. On both an individual and organizational level, I have found her ideas, insights, and suggestions extremely helpful.

I first started working with Diane in a coaching relationship. Her ability to understand my personal leadership challenges and provide frank, constructive feedback has been very useful; her ability to translate those challenges into tangible suggestions has been in my experience unique and invaluable.

Based on my experience in working with Diane as a Leadership Coach, we expanded the relationship to additional areas. Diane first created and facilitated a leadership training program for our Team Leaders and Project Managers. Secondly, Diane led an effort to help Fletcher/CSI create a set of Guiding Principles. Both of these activities had a direct impact on our business and allowed us to grow as an organization.

Additionally, Diane has played an important role as a strategic advisor to our HR function. She has acted as a mentor to our HR Manager, supporting and guiding the Manager in tasks ranging from the creation of job descriptions to the development and roll-out of an effective performance evaluation framework.

I have always found Diane to be honest, dependable, and "real." She is able to relate leadership and corporate culture issues directly to business issues, linking our people to our top and bottom lines.

Diane would be an asset to any organization, and I am happy to give her my wholehearted endorsement.

Sincerely,



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