

**Angela T. Finney, FLMI**  
*Assistant Vice President, Human Resources*

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To Whom It May Concern:

Diane Ravencroft of Workplace Mastery, Inc., was contracted by Lincoln Financial Group from December 2008 through April 2009. The scope of Diane's work included on-site, face-to-face coaching at our Concord, NH site to two teams of executives and management level staff. The program format included coaching and facilitation of the two groups in a large group setting and individual one-on-one coaching. Diane presented concepts around collaboration and strategic approach to discussion and decision-making, communication and collaboration and emotional intelligence. The specific modules included:

- Leading Change
- Effective Communication
- Teamwork as an Individual Skill

Diane surveyed the teams at the beginning and end of the program specifically measuring the changes around team cohesiveness, cooperation, collaboration, communication, commitment, coordination and courage. The changes that occurred during the sessions and the development of the working relationships between the two teams were extremely positive. Diane also provided workshop feedback forms and some of the comments from the participants included, "...this opportunity created an environment for mutual discovery"... "great insight was gained"... "the get real discussions were critical"... "real relevant content vs. fluff."

Finally, Diane informally provided coaching to members of the Human Resources team to continue the learning and discovery process and has made herself available to the participants for on-going coaching. Diane's work has been influential in supporting the strategic direction of the team and our business. I highly recommend Diane and feel confident she will fulfill the needs of your organization as she has done at Lincoln.

I would be happy to speak with you further about Diane's work at Lincoln.

Sincerely,



Angela Finney  
Assistant Vice President – Human Resources  
Lincoln Financial Network