



PEOPLES TRUST COMPANY

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Diane Ravenscroft
Workplace Mastery
4 Carmichael St, Suite 3240
Essex Junction, VT 05452

Dear Diane,

Thank you for the wonderful presentation on "Living Our Core Values" that you did for our employees last night. This was the first time that we have had an outside speaker at our annual meeting and while I was confident in your abilities, I was also very aware of the risk of doing something "out of the box". I am very pleased to say the reward was worth the risk! I have heard nothing but positive comments on you and your presentation from our President/CEO, several Senior Managers, and many employees.

There were several factors that truly made your time with us a success. The first is that you did your research on the company and the area. The way you talked to the group and believed in our core values resonated clearly. This made the audience able to easily embrace what you were saying and breakdown the "this is an outsider" mentality.

The second is the detailed preparation that you provided to us for review prior to the meeting. This provided me a higher comfort level and also allowed us to tie the meeting together with reinforcement of the theme throughout the meeting.

The third factor is an all encompassing factor. It is that you are an ultimate professional. Your knowledge, expertise, demeanor, views, thoughtfulness, and values truly make you an ultimate professional in your field. Simply meeting with you gives a strong impression of your capabilities; watching you in action, proves the impressions right.

It has been a pleasure meeting you and working with you on this project. You added the "something special" to our meeting and allowed the group to refocus. I sincerely hope that we will be able to work together again in the future.

With Much Appreciation,

Stacey Cauller, P.H.R.
Human Resources Generalist