



August 2009

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

Dear Diane,

I wanted to write and both thank and commend you for the work you have done with Fletcher/CSI. When you first came to work with us at this time last year it was to work one on one with our Vice President of Research. Over the months it was clear that changes were happening in the way he was approaching his job, and those changes manifested themselves in greater communication, and ultimately workflow, for the analysts who worked directly with him. I was pleased with the changes I saw and wanted to share you with others in the company.

As a company with three owners it was important to have someone come in who could help moderate everyone's priorities and input. You have done a wonderful job to harness the skills and energy of the owners as they work together as a cohesive team. This translates to a finer definition of where the company is going and how we plan to get there. Your continued work with the group assures me that I am working with a company that will continue to develop itself internally, which can only benefit both our clients and employees.

The work you have done coaching the individual Team Leaders shows itself each day in the confidence and effective management that is improving consistently as we continue to grow. It is beneficial when a company can promote from within, and having your education and experience available to draw upon as these employees take on their new roles and responsibilities has been invaluable.

Most of all I would like to thank you for working with us while we developed our official guiding principles. They will be there to refer to as we grow and always remind us of who we are and why we are here. What I truly appreciated was that throughout the process of developing these principles you lead, cajoled, teased, challenged, and motivated us, but you always let the process be ours. The outcome was a culmination of all of the employees' input. I believe everyone was proud of how it all came together. We are having booklets made up so that each employee will have their own copy of our Guiding Principles. What better way to ensure a cohesive commitment to the company!

I'm glad that the owners have committed to another year of working with Workplace Mastery. I'm sure the work we do this coming year will make us better as employers, employees and as service providers to our clients.

Sincerely,


Lucie Kidd, Operations Manager