

September 21, 201

Ms. Suzanne Updegraff  
President  
Employee Development Services, Inc.  
Dry Creek Business Park  
7308 South Alton Way, Suite 2J  
Centennial, CO 80112

Dear Suzanne,

In today's work environment it is absolutely necessary to be aware of professionalism and how your professional behaviors can affect your career. The workplace is becoming more casual and informal than in the past; however, professional presence (attitude, behaviors and performance) should not follow in the same way.

CoBank associates have raved about the Professional Presence in a Casual World class by Suzanne Updegraff. Many associates have said, "This class should be mandatory for all associates" and have gone on to be advocates for this class inside our company. We offer the class a few times a year and always have great attendance. One associate commented after the last class, "I was not aware that my attitude, combined with my professional presence, could be conflicting with the image I want to present to my managers, co-worker and other executives."

Suzanne delivers a class that is thought provoking and forces you to examine areas in your personal and professional life that you might be ignoring. Awareness is the key to any situation and this class certainly provides that. We can't thank Suzanne enough for delivering the Professional Presence in a Casual World class to CoBank.

Sincerely,

Steve Franklin  
Manager, Learning and Development  
CoBank University  
CoBank, ACB

Marisa Quattrini  
Training Specialist  
CoBank University  
CoBank, ACB