



Human Resources

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May 24, 2001

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Ms. Suzanne Updegraff, President  
Employee Development Systems  
7308 S. Alton Way  
Suite 2-J  
Englewood, CO 80112

Dear Suzanne:

This month we completed another Increasing Personal Effectiveness (IPE) class for our company. We at Deutsche Financial Services have been offering your class for over four years.

As you and I have discussed, we offer this class three to four times each year with very good results. IPE helps our participants accomplish the following in the workplace:

- learn different personality types and how to respond to each type
- display more assertive skills in dealing with others
- apply active listening skills on a daily basis
- understand their part in team development

IPE follows the building blocks for learning with ample practice and feedback built in.

Thanks for the high quality program you are providing.

Sincerely,

A handwritten signature in cursive script that reads "Gerald Funk".

Gerald Funk  
Director of Training

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