



10/10/07

Mr. Bob Dickson, President
Dale Carnegie Training of Western CT
21 Maple Street
Naugatuck, CT 06770

Dear Bob,

The Leadership Advantage training program that you tailored for nine members of Altek's staff exceeded our expectations.

Instructor Mark Schneider worked with me to identify problem areas that we wanted the training to tackle. As the class unfolded, each of the problem areas was addressed through concrete, validated processes. Our employees learned among other things, how to: innovate to reduce cost, effectively delegate work and coach team members, plan resources to meet fluctuating workloads, develop trusting relationships with co-workers, transition from being 'one of the gang' to being a leader, and be accountable for their work.

Each week we discussed examples of how we applied our new knowledge and the positive impact it had on our professional and personal relationships. One of our class members apologized to her manager for having previously engaged in negative gossip in the office. Another participant utilized the Performance Results Descriptions (PRDs) to establish SMART goals for his direct reports. Interestingly, one trainee applied the human relations principles at home and reported more harmony in her household!

The mutual respect we gained for each other over the 5 weeks is facilitating positive relationships, improved communication, and collaboration in overcoming challenges. There is less defensiveness and more 'seeking to understand' the other person.

Thank you for the excellent teaching and coaching you, Mark Schneider and Karen Vincent provided throughout the Leadership Advantage program. I believe the benefits we received from this training are providing us with a real 'Competitive Advantage'!

Sincerely,

A handwritten signature in cursive script that reads "Sabrina Beck".

Sabrina Beck
VP Business Development

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