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Glen Aubrey
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Dear Glen,

I just wanted to say thank you. When we first met and I first considered retaining CTRG nothing could have prepared me for what I would learn or the results that would be achieved to date. That is true notwithstanding I had been through dozens of management and self improvement programs, and that our firm represents the producers and authors of several of the country's most successful corporate training programs, and to date we have not even finished the basic introductory CTRG program.

The following expression may not sound quite like thank you, but I assure you coming from a senior executive officer it is gratitude and wonder at the highest level. If I had known at the outset how much time I would invest in your process, and the amount of time the other people working in our firm would invest, and especially if I knew how much time CTRG personnel would invest in us, and how much we would pay CTRG (for what are actually very reasonable charges) I never would have started following you down this path. However looking back now, knowing exactly how much time and money we have invested to date, and knowing today that we will continue increasing the investment of both more time and more money, I am grateful we have done so and we would do it again not only without hesitation, but happily.

I have been running this firm for 22 years. I knew it had some great people and some great relationships and was financially successful. I also knew there were some areas that needed some attention and there was room for improvement. I thought most of the improvement would be refinement and kind of "icing on the cake". Imagine me now looking back many months and reviewing the initial ROSA results and what the people working in this firm courageously volunteered many months ago was their experience of what it was like working in this firm then, and what they say it is like now.

If you listened to the partners and employees in this firm at our recent meeting reviewing the initial ROSA results obtained many months ago and comparing them to how they feel now, it is hard to believe I could have ever seen it as a situation of refinement, or more importantly that the people here could express an opinion and

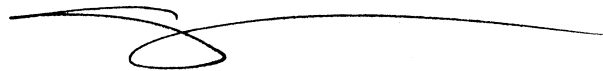
demonstrate an attitude only months later as different as what is now expressed and demonstrated.

How much is it worth in productivity when your employees believe working with their colleagues no longer involves any consideration of territory, or rights, or competition, or that they now communicate everything to anyone without fear? What about when they repeatedly use the terms "accountability" "effectiveness" "efficiency". Today each person working here states that everyone is sharing more knowledge and providing more support to their co-workers and that individually they are both learning more from others within the organization and teaching more to others in the organization. I heard little before but now I hear openly of memories of constant internal conflict in the past, and that today no one can remember the last time there was any.

Today it is commonplace for employees to come to me and tell me about an issue that exists in our processes or communication that I was unaware of, and what the recommended solution is, and that their co-workers have already agreed upon both. I cannot say we are there yet but today the most senior personnel tell me we are closely approaching the time all personnel have completed the change in their focus and perspective from this firm, their job, their situation, their objections, their successes, their challenges, their supervisor or their boss, to what is happening within our clients, and what can they do to better serve our clients and their co-workers. Those are easy shifts to understand or profess. They are miracles when they actually occur.

There has only been one real change in the last year involving what we do to improve internal operations and external results. The one change has been the programs and people of CTRG. The resulting changes are immensely positive, welcomed, ongoing and increasing. We are encouraged and we are grateful.

Sincerely

A handwritten signature in black ink, consisting of a long horizontal line that loops back under itself and then extends to the right.

David A. Fisher