



Real Estate Development
Property Management
General Contracting

LIC # 373142

1000 PIONEER WAY, EL CAJON, CA 92020
PHONE: 619-440-7424 FAX: 619-440-8914

November 28, 2005

Glen Aubrey
CTRG
553 N. Magnolia Ave.
El Cajon, CA
92020

RE: Hamann Companies Consulting

Dear Glen,

Just a note to thank you for your effort to strengthen the leadership at Hamann Companies. As you know, many of the individuals that make up the company roster are previously owners/managers of their own companies. Coupled with that, we are a team of "type A" individuals that generally always think they are right and not reticent to being challenged, not to mention interrelating to "working managers/owners" that are star producers before managers.

This has been a painful year, frankly. Change is not one of my favorite pastimes, especially according to my wife. However, with your efforts to provoke change, we have witnessed it both ways up and down the ladder. My efforts to be more accountable to the owners have also produced results to me from reports of owners being far more accountable to me. That (new level of) accountability has established more freedom with the decision-making processes here, both for me and those I report to.

We have made significant process organizing the framework to deal more honestly in an outspoken fashion, where we don't provide the previous irritation generated by lack of communication. Now, we enjoy the irritation provided by that communication. Perhaps, enjoy is a misnomer, but enjoy it is when there are walls broken down that have existed for many years that had no indication of resolution prior to your appearance. With repeated efforts, the level of communication that was needed before and avoided actually takes place; problems are resolved, solutions more quickly had by dealing with the issues directly – opposite to indirectly or avoided completely as before.

Page Two
CTRG
November 28, 2005

I have actually gotten to know a different side/facet of the men that I work for/with. It has provided the opportunity to work more effectively and efficiently. This has provided the opportunity to take and run with a problem to solution without the usual interferences that have previously expanded the time necessary to complete a task.

Thanks again, keep up the good work.

Best regards,

John Gibson