

September 26, 2000

Creative Team Resources
5660 Amaya Drive Suite 179
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To Whom It May Concern,

I am pleased to provide a recommendation regarding the services provided by Glen Aubrey and Rachel Newhall with the Creative Team Resources Group. Using their training and resources, we improved the performance of staff within my unit, the Health and Human Services Agency (HHS) Budget Office. I also noted improved communications within the Finance Division of the Agency.

When I began my journey with Glen and Rachel, I shared the supervision of ten budget analysts responsible for the coordination and development of the Agency's \$1.2 billion budget. Aside from high turnover because staff promoted to other divisions, the unit appeared to be performing well as a team and there were no major performance problems.

I was expecting a lot of theory from the program and not much in practical skills. However, very early in the Growing Core Teams Staff Development Training, Glen helped me focus on the need to improve my relationship with a member of the budget team and inspired me to take action.

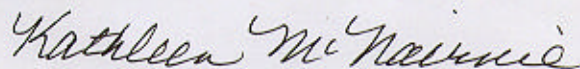
Our unit contained an analyst who was unable to handle challenging and difficult assignments, had a negative attitude, and did not feel like a member of the team. We routinely assigned her clerical tasks that required no analytical skills and she completed these satisfactorily.

Guided by Glen's training, we started to invest in this employee by providing her with more challenging assignments and using her mistakes as learning experiences. We showed her the importance of her work in relation to the functioning of the unit. Glen uses a great word, apprentice; we treated her like an apprentice.

Immediately the employee's attitude improved and she was much happier. Within a couple of months, she earned an award for her work on tracking a very important piece of the budget. Within six months, she had two offers for promotion and left the unit informing us that she wanted to return if there was an opening.

This is just one example of the positive results that I saw as a result of Finance staff completing the CTRG programs. I enthusiastically recommend their services to organizations that want to motivate their employees to accomplish all they can.

Sincerely,



Kathleen McNairnie

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