



Hewlett-Packard Company
10619 South Jordan Gateway, Suite 200
South Jordan, UT 84095

To: Doug
From: Larry A. Lander
Re: VIP Presentation

Dear Doug:

I wanted to drop you a note and personally thank you for the time and effort you put forth in your "Empowerment Presentation" for Marketstar & Hewlett Packard. Having been in the industry a few years, it has become apparent to me that most of these "soft-skill" presentations deliver the same message, just pre-packaged with a unique wrapping. I didn't find that to be the case with your session. What I found intriguing about your session was the level of personal experience you shared to drive your messages home. As you were able to draw upon those experiences, it illustrated the distinct parallels between personal life and corporate life and the similarities of extracting the best from individuals in both environments. Employees are people first and employees second. I firmly believe, as your session illustrated, that if we don't respect the human spirit in our dealings with our employees, we will never take advantage of one's potential.

I have appreciated the "home work" that was assigned after each of the sessions. Due to the "practice" approach of the home work assigned, I have become more comfortable with the tool and confident in my approach. I attribute the VIP process to an increase in productivity and attitude levels among my employees. The system provides a framework for success that encourages follow-up and accountability. It involves me, the manager, on the creation end of the plan and implies accountability on the employees end, a winning formula for all involved.

Again, it was a pleasure to be a part of your training and I felt it was positive learning experience.

Regards,

Larry A. Lander
Hewlett Packard
District Manager
North Plains / South Central