



**NRL
FEDERAL
CREDIT
UNION**

Doug Nielsen
Doug Nielsen Communications
P.O. Box 150526
Ogden, UT 84403

Dear Doug,

Your keynote speech and training sessions have been tremendous. Everything you promised, you delivered. . .and then some! The entire credit union is abuzz with “Vision, Insight, and Personal Accountability”.

We have been looking for the right program to build a strong Ownership Culture, one that impacts member service and creates an outstanding sales culture. We wanted a program that would bring our vision to life in a measurable way. We want our members to be raving fans. With our expectations so high, we were doubtful that we would find what we were looking for.

Luckily, we found all this and more in you. Not only is your approach unique, it is timely, entertaining, practical, and specifically tailored to our needs. The feedback from your training has been excellent. Several people came up to me stating that it was an unforgettable event and highly enjoyable. Many of the evaluations noted that one of the most positive aspects of the training is how it can be utilized on both a professional and personal basis. Also, everyone loved the music you played to bring your points to life. You hit the nail on the head!

Since we have been partnering with you, we are measurably bringing our vision to life. We are on our way to providing world famous member service and its exciting to really be doing this! Your training courses are helping us create real magic within our credit union and attain a genuine return on investment.

In closing, I want to thank you for your commitment to the program, which is evident in your research and presentation of the subject matter. I look forward to continuing our professional relationship into the future. I definitely recommend you to any credit union serious about creating a high performance culture and seeking a tangible return on their training investment.

Sincerely,



Linda S. Steger
VP Human Resources

P.O. Box 1026
Oxon Hill
MD 20750

301-839-8400
(FAX) 301-839-8475