

FAMILY HEALTH CENTERS CENTROS DE SALUD FAMILIAR

Established 1985 "For service, not for profit"



May 19, 2009

To Whom It May Concern:

After nearly three years of serious organizational tumult and upheaval, my management team was finally assembled and beginning to move forward in a positive way. In addition, the organization was taking positive steps towards becoming a leader in our industry. Although there were signs that we were headed in the right direction, distrust, fear and strife were still pervasive. With my newly formed team and a positive course set, I knew it was time to focus on development of my own leadership skills as well as developing our team into just that--a team. We needed to heal the past wounds, build trust, improve morale and start leading. Enter Libby Wagner.

I was a bit uneasy bringing a coach into the organization because prior coaching experiences had delivered large bills without much to show for the expense. Working with Libby has been a breath of fresh air. Libby guided our team to agreement on the culture we wanted as a team and as an organization. She has also provided us with communication tools (Core Dimensions and Influencing Skills) applicable to any communication--be it work, home, or social events.

A key goal I had with bringing Libby on board was to take advantage of the newly formed management team and gain agreement on what the culture of this team would be. This was the opportunity to build a culture from the ground up. We were all new to working with each other and needed to establish our working relationship. Meeting with us individually and as a group, Libby quickly identified our strengths and weaknesses and helped us to understand and value them. The result is a team agreement that has been transformational within our team and with our managers.

During this process I learned several key concepts; none as life changing as "presume good intent". It's really quite a simple concept that I have believed for years but now found myself needing to relearn the concept and apply it to everyday experiences and conscientiously thinking about it--especially after the period of extreme distrust, backbiting and dysfunctional behaviors of the former management team.

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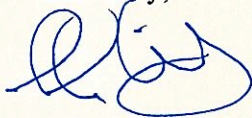
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People generally don't wake up each morning, grab their favorite morning beverage and go about plotting the demise of those they will come in contact with. By remembering each and every day--at work and at home--that when someone does something that we might find offensive, it's usually not because they are trying to offend you. People inherently want to do a good job and are not trying to disappoint you and almost always don't even know they were offensive. By presuming good intent, I have been able to change my thinking from being offended, disappointed or distrustful to the position of actively listening and seeking to understand.

The impact--trust has skyrocketed at all levels of the organization with improvements in morale, wounds healed and movement from managing our employees in an atmosphere of distrust, fear and strife, to leading the organization with trust and cooperation. Companies are always looking for that competitive edge and the quantum leap that gets them there--our work with Libby has been a quantum leap.

I was a skeptic and hesitated bringing anyone on to help me establish the culture of my team. Libby has helped me to transform my way of thinking and communicating and has helped me to become a better leader and a better individual. The impact to me personally and to my organization has been significant enough that I am gladly writing this letter of recommendation for Libby. I am positive that you will find Libby to be a catalyst for significant transformation in your organization and life.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Hassing". The signature is stylized with a large, looping initial "M" and a long, sweeping underline.

Mike Hassing, CEO
Family Health Centers