



May 10th 2007

Ms. Libby Wagner
Professional Leadership Results, Inc.
6523 California Avenue SW, #139
Seattle, WA 98136

Dear Libby,

I am writing this letter of reference as a thank-you for your wonderful facilitation of our Community Relations Team event, March 20th 2007.

Even though it took place only eight weeks ago, I have seen a change in team dynamics, starting with an increase in laughter. Thanks to your application of the Meyer Briggs assessment, the group regularly jokes about the "thinker or feeler" now that we understand more clearly our own personality traits and that of others.

On a regular basis we chat about our team agreement and each person's stake in not only their responsibilities, but in the overall success of the department. This increases awareness about the department's ongoing projects and sets the stage for holding one another accountable for tasks that are time sensitive. It also augments my leadership by giving the whole team an opportunity to give public praise when someone has done a job well.

Your professional demeanor exemplifies your commitment to customer service. This added benefit makes working with you truly a pleasure.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lori Gordon", is written over a light blue horizontal line.

Lori Gordon
Executive Director
Community Relations