



I am happy to write this letter today to recommend Libby Wagner and the really wonderful services that she provides.

When I first contacted Libby, my initial goal was to help rebuild trust a team of employees that had been torn apart due to a managerial crisis. Sales were down. The team spirit and unity we once all felt had been destroyed. My hope was that Libby could help bring us all together again.

Libby has helped us learn to communicate more effectively which has brought the team together again, and sales got back on track with where they'd been before the trouble had started. Now, everyone has a positive attitude and the employees are dedicated to working together to increase sales and grow the company. I am really thrilled with the outcome so far. I say "so far" because there is still more that we want to work on with Libby, to help take us even farther.

Libby has an uncanny way of getting everyone to not only open up and talk about themselves. They feel safe talking to her and they trust that she will do the right thing with the information they give her. They also trust her enough to listen to her input and direction. She has a gift for making daunting confrontations seem manageable and unthreatening. She's able to get even the most die-hard non-introspective among us to take a look at their actions and their responsibility in helping to improve their environment.

Libby helped our team trust each other and communicate much more effectively, and start to work as a team again. As a result, sales are up and attitudes are, too.

The impact for my company has been dramatic. Who wants to work with a bunch of whiny people that don't trust one another, and whose most common form of communication was slowly becoming gossip? Now, we are a group of team members doing great work together, and it's incredibly rewarding to see and experience. Everyone is trying their best to do the right thing -- we may stumble sometimes, but everyone is trying. It's a huge relief and a dramatic change from where we were one year ago!

I would recommend Libby to any team that needs help communicating effectively with one another. If you have more serious team issues, then you just need Libby's help that much more. "Coaching" isn't really the word I would use to describe her services. She helps people on teams find ways to succeed, to be heard and to be more effective in their work and in their life. Who doesn't need that?

Jamie Stone  
President  
Gifts By Design, Inc.