



October 8, 1998

Mr. Tracy Skousen
Vice President
Partners in Leadership
27555 Ynez Road, Suite 201
Temecula CA 92591

Dear Tracy:

There's a lot of "flashing" going on around here! The "Above the Line – Below the Line" Flash card has instantly become a tool in our culture to express to people, in a subtle way, when their behavior is *Accountable* or not. I've also attended 3 large meetings since your last session where people have discussed what they have done or can do to be more *Accountable* for results based on a new awareness developed as a result of your session.

It's amazing! What an impact the Oz Principle- *Accountability* program has had at the ADP Brokerage Services Group. The *Accountability* program ideally fits into our culture change initiative. Thank you!

I thank you for presenting this program to us so effectively. Our Associates accepted your message largely because of the strength of the message and the conviction of **you** the messenger. Many have told me that this is the best leadership event they have attended since the quarterly events began two years ago. Thank you!

We look forward to your return in November!

Sincerely,

A handwritten signature in black ink, appearing to read 'Vivyen J. Ray'. The signature is written in a cursive, flowing style.

Vivyen J. Ray
Senior Director
Management Development