

July 13, 1999

Partners in Leadership, LLC
Tom Smith
27555 Ynez Road
#201
Temecula, CA 92591

Dear Tom,

Over the past two years, we have held quarterly leadership development events at which we discuss ways we can improve our leadership skills. These events have varied in topics from empowerment, trust and goal setting.

For the past year, we have held several **Oz Principle: Accountability** seminars facilitated by Tracy Skousen of Partners in Leadership. We have used the lessons from your book and **Accountability** sessions as guideposts during our shift to a "culture of accountability." For us, this has meant finding ways to be more responsive to the needs and expectations of our associates, clients and shareholders.

Through the **Accountability** workshops and **Oz Principle** cultural transition model we have been able to find ways to communicate more efficiently and to put into place processes that have resulted in more alignment across department lines.

A principle reason the **Oz Principle** has taken root at ADP is the facilitation style of your Senior Vice President Tracy Skousen. Tracy does not use a cookie cutter approach to presenting **Accountability**. It is definitely not one size fits all. He has spent time getting to know ADP's Brokerage Division. He has been responsive to our culture and the nuances of our business. His enthusiasm and passion for the topic makes it fairly obvious that Tracy believes and lives the **Oz Principle**. There has been no request from us that he has not found a way to accommodate.

Of the quarterly events we've held so far, the **Accountability** Seminars have received the highest rating. Comments from participants include:

Content was excellent as was Tracy. Tracy succeeds in involving all participants. He makes it easy to understand concepts.

Tracy is keenly aware of topic content which was presented in a meaningful and understandable format.



- ⌋ Tracy did a great job of keeping everyone interested in the seminar. Great job of facilitating the group. Good insight into the subject.
- ⌋ I have applied the Own It! definition to a problem I had and it worked!
- ⌋ The best seminar in my 35 year career!

We greatly appreciate having had Tracy and the **Oz Principle: Accountability** seminars at ADP and look forward to working with you and Tracy in the future.

Sincerely,



Vivyen Ray
Vice President
Learning Resources