



## COOPER-STANDARD AUTOMOTIVE

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December 9, 2002

Mr. Roger Connors, Principal  
Mr. Tom Smith, Principal  
Partners in Leadership, LLC  
27555 Ynez Road, Suite 201  
Temecula, CA 92591

Dear Roger and Tom:

I am the President of the NVH Control Systems Division of Cooper-Standard Automotive, the automotive group of Cooper Tire & Rubber Company. In preparation for the annual planning meeting for our Division this year we were searching for effective education and training to provide to our management team focusing on the concepts of personal accountability and teamwork.

We researched a number of approaches and then came in contact with "The Oz Principle". After reading the book and listening to the audio version, we felt that The Oz Principle Accountability Training would directly address the key issues of importance to us.

Jon Rand conducted the training to my entire management team. In addition to reinforcing many of the concepts regarding personal accountability we had already been talking about, the training had these very positive aspects for us:

- ◆ Used real issues from our business as the basis for the session discussions.
- ◆ Used a team format in the training, reinforcing our approach to the business.
- ◆ Gave participants very specific tools to use to solve problems in their day to day responsibilities and gave a roadmap as to what to do when they went back to work.
- ◆ Didn't just talk about concepts but presented actual actions to take with solutions.

We experienced the impact of the Oz Principle training immediately. A noticeable difference in meetings was seen in that for those who had been trained in the Oz Principle concepts, discussions stopped dwelling on problems and without exception quickly turned to positive problem solving and "what else can I / we do?" After four months, the positive effect is still with us unlike many other training programs we have experienced in the past.

I would highly recommend The Oz Principle training to any organization that needs to dramatically improve in the areas of personal accountability and teamwork and needs to make an impact fast. Thank you for developing The Oz Principle.

Best regards,

A handwritten signature in cursive script that reads "Paul C. Gilbert".

Paul Gilbert, President  
NVH Control Systems Division  
Cooper-Standard Automotive