



DEPARTMENT OF VETERANS AFFAIRS
Medical Center
3200 Vine Street
Cincinnati OH 45220

In Reply Refer To:

• January 9, 2002

Partners In Leadership, LLC
27555 Ynez Road
Suite 300
Temecula, California 92591

Greetings Partners In Leadership:

I want to take this opportunity to acknowledge the work that was done by Partners In Leadership with the Veterans Affairs Medical Center in Cincinnati Ohio on November 6, 2001. Our facilitator was John Jacobsen, Executive Facilitator; he is a man with exceptional facilitation skills and a strong belief in the effectiveness of *The Oz Principle* Program.

I attended a preview session of this program and felt it was a great fit for our organization. I am truly glad the program was offered at our facility because the participants validated my belief that understanding the principles of accountability through the *Above the Line* process can be helpful in any work group. Although I believe our organization is typical in terms of how we manage accountability, it was a valuable experience to have the opportunity to understand our actions in a systematic manner.

We not only found the subject matter helpful; we also enjoyed the opportunity to examine some of our accountability actions. The flashcards are an effective tool to keep the message alive and we continue to give each other the message of how we accept or avoid accountability.

I recommend this training to any organization that is interested in getting staff to examine how individual accountability can impact the company's bottom-line.

Thanks to Partners In Leadership for a great Program.

Sincerely,

A handwritten signature in cursive script that reads "Mary L. Oden".

Mary L. Oden
Associate Medical Center Director for Education