

Office DEPOT.
Business Services Division

December 21, 1998

Partners In Leadership
27555 Ynez Road
Suite #201
Temecula, CA 92591

Dear Roger and Tom:

I would like to thank you, once again, for your rapid response to my request for a "train-the-trainer" facilitation of *The Oz Principle* – "Steps to Accountability", in Signal Hill. As you both know I have utilized this model with four separate companies over a period of eleven years. Members of Senior Management company-wide continue to be amazed at how quickly we have been able to transition the culture to "See it, Own it, Solve it, Do it" (results oriented). The skilled facilitation Partners In Leadership brought to the session has contributed remarkably to this result. This center went through several difficult integration as well as facility consolidations, sending its results from one of the best to one of the worst in the country. After implementing these simple, yet profound steps to accountability, our associates (1,100) have transitioned from being entrenched in the blame game to being accountable for achieving results after just a few short months of implementation. Today, this center, once again, posts some of the best results in the company nationwide.

The Oz Principle has been instrumental in helping us creatively deal with obstacles by staying "Above the Line". Partner In Leadership's facilitation helped the material come alive through the use of real life examples. Participants discovered how measurable business results could be achieved through these principles.

As a Human Resources professional, new to this organization, *The Oz Principle* has afforded me the opportunity to play an active role in assisting all levels of management to focus on results. This has helped change the perception of the Human Resources function from police or school principal to business partner.

My sincerest appreciation to Partners In Leadership and *The Oz Principle* Accountability Training. We have transitioned from a "work place" to an enthusiastic "Above the Line" team, which, once again, is winning. I look forward to a long and continued partnership.

Warmest Regards,



John Gronnel
Regional Human Resources Manager