



April 23, 2004

Ms. Jill McCrory, Inc.
Leadership Outfitters
3919 Baltimore Street
Kensington, MD 20895

Mr. Steve Swafford
Leadership Outfitters, Inc.
2601 Ocean Park Blvd., Suite 104
Santa Monica, CA 90405

Dear Jill and Steve:

I just wanted to tell you again what an outstanding job the two of you did facilitating ATSSA's 2004 Leadership Program on Monday. You will be pleased to learn that when I was back in DC on Wednesday, I had an opportunity to speak with several of the program participants' employers. Their employees had told them how much they enjoyed the program and they started reciting back to me some of what their employees had shared with them.

One of the strengths of this year's program was the way you wove a lot about ATSSA throughout your remarks. This was by far the most personalized program you have conducted for us and I think it contributed greatly to the overall success. You helped participants see how what they were learning that day could be applied to what they would be doing on Capitol Hill the following days as well as to what they do in their companies and for ATSSA.

I know it must have taken you longer this year to prepare for our program, partly because you did personalize it more, and also partly because I requested some new and stronger sessions. I think you did go a long way toward strengthening the sessions and there was no redundancy. It was great how you continued to build from one segment to the next but kept referring back to previous segments to tie it all together and keep the key points uppermost in their minds the entire time. The "Good to Great" segments added a lot and so did the scenarios segments.

I have said this before, but I will say it again: one of the program's real strengths is the two of you working together. Your training styles and your personalities are each unique and you compliment one another beautifully. You are able to successfully use one another as examples of different behavior styles to demonstrate that this is real life stuff, folks.

It is such a pleasure to work with each of you and I thank you again for working so closely with me to tailor the program this year. I will provide you with a copy of the evaluations after I tabulate them and I will be back in touch when we have 2005 dates.

Until then, have a cheerful spring!

Sincerely,

A handwritten signature in black ink, appearing to read 'Elaine R. Ottley', written in a cursive style.

Elaine R. Ottley
Associate Director of Volunteer Services

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