



July 27, 2004

Paul J. Meyer
Leadership Management Inc.
P.O. Box 2503
Waco, TX 76702-2503

Dear Mr. Meyer:

Allow me to introduce myself. I am the Sales and Marketing Manager for the Health Care Business Unit of Unipac, an *ITW Company* specializing in the sale and manufacture of induction innerseals for plastic packaging. I recently completed your course in *Effective Supervisory Management*, and wanted to summarize the key topics and habits that will make me a more skilled manager and communicator to my sales team. The key results and tangible return I am realizing include:

- I am communicating at a more productive level with my direct reports. The return I see is better time management and less needless interruption of their daily activities by their manager.
- I am planning my work days and goals with a lot more organization now that I am using the *My-Time®* Success Planner. The return I see is less paperwork and an easier system to retrieve key information to my business.
- I am learning to set goals on a micro basis and track them on a weekly/monthly basis. The return I see is more focus on the High Payoff Activities and better use of my time. The extra goals I set each month tend to keep me on track of the most important projects.
- I am learning to set and develop personal goals along with business/company goals. This is keeping me fresh and energized and has helped improve my overall health and well being. People are noticing the change.
- I am “walking the walk” when it comes to training and development of my team members. I see a huge shift in their attitude toward the position they have in the organization as a result of my encouraging them to take training courses both inside and outside of Unipac. I believe my commitment to the *Effective Supervisory Management* program shows that I care about my own training as much as I care about theirs.
- I am becoming more introspective about areas within my own personality profile and am taking conscious measures to change them. Specifically I am trying to shift my D7 “Competitiveness” toward the center, and be more involved with my team. Also I am trying to shift my D9 “Naiveté” toward the center to be a bit more questioning of situations that may affect our business.

I highly recommend your program to any manager, whether they are new to supervision or have been in a manager’s position for several years. There is a lot of practical information here and I believe that this can be of a benefit to me regardless of what field of business I choose or at what position I aspire. I also find that you can use this system at less than its fullest level and still get tangible benefits. Thank you for providing your insight and experience. And by the way, Frank Kreze is a very capable trainer of this program!

Best regards,

Christopher A. Gross
Sales and Marketing Manager, Unipac