



# United Blood Services

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Tod Novak  
The Novak Group  
9400 Holly Ave  
Bldg #4  
Albuquerque, NM 87122

Dear Tod:

I just wanted to thank you again for the great session you did with our staff. As I mentioned, it was important to me that we have everyone on the same page. Your presentation helped create some common language for our staff, and is enabling them to hold each other accountable for how they communicate. The other positive thing that has happened as a result of our staff attending your session; is that employees are more aware of their own communication style and they are trying to adjust that when they are speaking with someone that uses a different style. I have been involved in a number of conversations where staff members have asked for guidance in how to approach someone with a different style so that they could accomplish their goals with out inadvertently upsetting another party.

Your materials are simple and easily understood, and your session was a hit for all of our staff, from the front line to the executive management. It was meaningful, engaging and everyone had a good time. The birds are very good icons for the styles you have identified. That makes the tool usable and easy to implement as soon as they leave your session.

Thank you for everything!

Janice Honeycutt  
Director of Operations  
United Blood Services NM