



March 16, 2009

To Whom It May Concern:

I am *delighted* to write this letter of recommendation for TeamWorks and their team productivity program Facilitated Results. Organizational education is only as good as the long term results that are generated. On that note I would like to say that we have been very pleased with the work that TeamWorks has done for us. They provided some excellent insights in ways that grabbed my attention. I have seen myself and my managers make simple adjustments and changes that have already begun providing meaningful results.

Initially, I have to admit, I was skeptical about engaging in professional development which involved my entire senior team and key middle and contributing managers. I, and most of my top level leaders had been through the gamut of management level training courses. I usually noticed that soon after a program's completion, much of the enthusiasm and application would dissipate and fall by the wayside. As a matter of fact, several managers had recently completed a course on team building when I noticed this happening again. I knew we deserved and needed something more. I wanted an approach that would sustain us over the longer haul. This is when I was persuaded by my Senior Vice President of Human Resources, Stevette Santiago --- based on two highly successful previous engagements --- to try TeamWorks.

TeamWorks carefully listened to us, and customized the approach that allowed us to not only build on our previous development, but to create new levels of cooperation and communication. The common experience and language we gained has quickly become part of our business culture. In other words, we have learned a clear way of reminding and supporting each other to apply the tools *on a day to day basis*. Further, I have noticed a shift resulting not only from the bonding experiences of getting to know and understand one another while going through the thought provoking and enjoyable exercises, but, from people working more on a common level, with a common approach, through common concepts.

I have received many positive comments from my managers. Their commitment to working with these tools has helped us be more relaxed and collegial in our honest dialogue and open communications. This is, as I write, moving us forward well through some very difficult challenges in the larger and local economies. For example, there has been a simple change when issues are brought to my attention. Now, it is in a new, more constructive manner, focusing on solutions and leaving criticism out. There is a more cohesive, supportive tone to interactions.

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We were so pleased after our executive team completed the course that we agreed to expand the offering to second and third levels of management which is the balance of our management and supervisory teams. We are stronger and better now to achieve our objectives through the challenges of business today. We have been reenergized, and some of us have been re-infused with a recommitment to their units and to the company. We are grateful to TeamWorks, I give them my whole-hearted recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Karl Yoneshige', written in a cursive style.

Karl Yoneshige
President & CEO

KY:dkg