

During October 2007, Eric Smith and Athena Lou of TeamWorks International and I worked together to design, develop and deliver a Team Development intervention in one of the field offices of USDA. USDA had received several proposals for this work; and TeamWorks was selected because their approach was most comprehensive. We worked closely for several months in order to thoroughly plan and prepare our interventions. Eric, Athena, and I met for the first time the evening before our program started.

The entire process of working with Eric and Athena has been excellent, for many reasons; following are some of them:

- Eric and Athena are solid professionals, well grounded in leadership, business, and organizational development concepts and practices;
- They willingly participated in thorough planning and preparation, with me and appropriate internal USDA leaders;
- Our intervention was based on factual data, and they expertly conducted the data collection, and analyzed the results;
- Our entire methodological approach was based on exactly what USDA and its leaders and staff needed;
- Eric and Athena worked well with me and our leaders prior to the event, and upon arrival at our field office, they worked well with us and the entire office of 17 staff;
- During our team development intervention, Eric, Athena and I were very attentive to the needs of our leaders and staff; we remained flexible and kept our agenda open to changes, based on the team dynamics;
- Our Team Development interventions were very well received, and are reaping visible, positive results already;
- Eric and Athena continue to support our organization with communication, and follow up services; their commitment to excellence goes well beyond the precise terms of the written contract.

In summary, Eric and Athena are professionals who are most enjoyable to work with before, during and after our OD intervention! I look forward to working with them again in the future. I would recommend TeamWorks highly, without any reservations or concerns.

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