



To Whom It May Concern:

I am writing this letter to inform others of what I have learned from the Models of Management course that I completed on December 18, 2007.

Let me start by saying that Ray Stuchly is an outstanding instructor and anyone would benefit from spending time talking and or learning from him. I would love for him to be a mentor to me. I would recommend this course to any caliber of manager. Those with 30 years experience to those with 3 years experience in management will learn something about themselves and or their employees.

I have learned many things from this course. The most important lesson I learned was to empower my employees and to encourage them to make decisions on their own. To let them solve problems or issues within their work arena for themselves and to focus more on being a mentor and a leader to my team. Not to insist that things be done my own way, but to allow them to express themselves within their work. I learned what each of my employees is looking for from me and that is very helpful and insightful. This course showed me how to communicate better with each individual because each individual communicates differently. I can not motivate my employees, but I can give them the tools that will help them to motivate themselves. I can not be so black and white and working within a gray area is not a bad thing and this shows my employees that I am flexible and that their opinions matter and are needed. We will make better decision as a team, then if I were to make all the decisions by myself.

In summary, I would encourage anyone who has the opportunity to take this class to take it. You will not only better yourself, but you will also better the team you are leading.

Sincerely,

Erica Bennett
VP, Operations
CPSI