



August 4, 2008

To Whom It May Concern:

I am pleased to write this letter of recommendation for Lori and Bob Bomes. We contracted with AGI Consulting one year ago, thinking that our greatest need was to hire smarter while we were gearing up for extensive growth. Using the Profile process for hiring was one of our wins for 2007 and 2008, as we quickly learned that when we deviated from the system, those new hires who rated poorly on their Profiles, were not successful at their 90 day mark.

Most importantly, our hiring managers learned how they behave at work, how they needed to receive information, how to change their communication styles to meet the needs of their direct reports, and how to use the profile assessment tool to hire the talent they needed to achieve their goals. As an HR professional, I was pleased to see how quickly leadership bought into the concept, and how they frequently assisted each other by sharing what they had learned with this new process.

As much as a success as the Profiling system has been for UCN, contrary to the CEO's and my initial thoughts, this was **NOT** our greatest need. Lori works extensively and tirelessly with our senior leadership team, and a select few "highly promotables". She quickly built rapport, even with the initial skeptics. Lori has demonstrated that she works well with anyone. She is a mirror that helps us see ourselves more clearly – our strengths and areas of opportunity for professional growth, while allowing us to maintain our dignity and self worth. The result has been a lot of change – some change in leadership, some shifting of leadership from one area to the next, and new additions that have brought much needed deep-level diversity to the core executive team. This diversity in thought, industry, education and work experiences has had an immediate and positive impact on driving our corporate objectives.

If you are reading this recommendation, you are most likely at a decision making juncture, and asking yourself, "Do I need **another** consultant"? My answer is "yes" – yes if you are moving to the next level and are not sure you have the right talent to get you there. Yes, if you are finding it difficult to inspire innovation and creativity in your leadership team as quickly as your competition appears to. Yes, if you experience interpersonal conflicts on your team that are not constructive. Yes, if staff level employees' biggest complaints is lack of effective communication. Yes, if you have to make some changes in your team, but are unsure if you have all the facts you need to make an informed decision.