



The Company You Keep®

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Howard D. Fowler, CLU
Corporate Vice President

Gregg Gregory, CSP
4505 Clearbrook Lane
Suite B
Kensington, MD 20895

Dear Gregg,

We had the pleasure of attending your class on "Anchoring Your Customer utilizing Team Based Communications." I think everyone who attended, came away with a better understanding and appreciation of team dynamics and a stronger desire to provide "World Class" service to our customers, the New York Life Agents.

Your presentation provoked self evaluation within each individual team member and also provided the road map to build a more effective team. You provided some very useful and helpful tools such as the "6 Power Traits to Better Listening" and how to effectively communicate face to face and over the telephone.

The team is now able to better understand each customer thanks to your section on individual styles. This has enabled our call center team members to identify each caller's personal style which, in turn, allows them to provide a more customized response to their questions.

The time and money that was invested in your very dynamic, informative and entertaining program has paid many dividends and I just wanted to personally thank you for a job Well Done!

Sincerely,

Howard D. Fowler