

June 1, 2011

To whom it may concern:

Terri joined Faith Technologies in January of 2009 as our Chief Learning Officer. Terri developed a Learning & Development department and team that our peers in the industry admire and respect. The progressive, results-oriented, and varied modes of participant-engaging training have had a positive impact on our organization. Additionally, she helped us to understand the importance of ongoing development for our executive and functional-level leadership, plus she found ways to engage us in the learning that does not significantly detract from our leadership responsibilities. Finally, as the CLO, Terri offered many strengths as an organizational design and development consultant. For example, she led change management related to our Faith Performance Advantage movement, which she helped to define and lead. She also conducted many team and department interventions to strengthen workplace relationships and alignment. Terri helped many individuals in our organization to understand alignment, collaboration, and teamwork in a way that has been effective through our One Company transition.

The first time I really got to see Terri's consulting skills in action was throughout the summer of 2010. During that time, Terri lead our Executive Team through what she refers to as a "guided facilitation" process to help us define our strategy, executive roles, and the appropriate structure for Faith going forward. Terri has a keen ability to help identify the real issues facing a team, and she is able to separate the emotions in order to help teams deal with the business reality before them. Our team, like most executive teams, has a great deal of history together and many strong personalities. Terri was strong enough to point out our challenges when it got in our way to help us clarify our direction. She was patient, forceful, kind, bold, gentle, firm, and always honest and direct. We are a better company for having gone through that experience and going through that work at the hands of an insightful and experienced professional.

In August of 2010, Terri began reporting to me as the Chief People Officer. I found Terri to be a strong and clear-headed business leader and company steward, as well as an effective understudy. She knows how to align with a vision and purpose in an organization. She demonstrated over and over again how effectively she is able to mobilize people and resources to achieve a desired result. Terri's passion and focus appear to be contagious with those she works with, and her desire to serve the company and its people is always evident.

Now, Terri is transitioning from our organization back to her own firm, Inspired Training Institute; fortunately, Faith is continuing a relationship with her as a consultant, so we will continue to benefit from her experience, knowledge, and skills. While Faith is losing a valuable employee asset, we have a relationship with a proven professional that will continue to serve us well into the future.

I recommend Terri's learning, leadership, and organizational design services to leaders and companies who are driven to be the best. Thank you.

Faith Technologies, Inc.



Michael J. Jansen
President