

RMK GROUP

P.O. Box 427
Kalamazoo, MI 49004
269-598-3184

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To Whom It May Concern

I had the pleasure and fortune of working with Terri Jacke of Inspired Training while serving as CEO of NorthReach Healthcare in Marinette, Wisconsin. Terri was initially engaged to facilitate a retreat for our leadership team of approximately 20 individuals. At the time I had been with NorthReach less than six months and felt a need to get the leadership team to understand my vision for NorthReach and commit to moving the organization forward as a team.

Terri's insights, knowledge and enthusiasm led us to engage Inspired Training in what became a year long coaching engagement with myself and the five senior members of my leadership team. The results were dynamic! Terri helped us understand our distinct personality types and how that influenced our professional interactions. As we progressed through the coaching it became clear the differences we sometimes experienced were being perceived differently by the members of the team based on their personality, how they processed information and dealt with conflict.

Terri's coaching led to the building of trust among the senior leaders and myself helping us to successfully deal with many of the challenges NorthReach faced as the result of the drastic changes taking place in healthcare. Not only did Terri's work improve the performance and execution of the senior leadership team but we were able to successfully transition Terri's approach to our working with and mentoring the front line leaders of the organization.

Historically I had been skeptical of "coaching" and the value it brings to an organization, viewing it as basically "fluff" after having worked both in executive roles and as a consultant over the years. The engagement with Inspired Training and Terri dramatically demonstrated I was wrong. Terri's work was crucial in our success and I have no doubt we would have had much greater difficulty achieving the successes we had without Terri's coaching. Terri really is a difference maker.

If your leadership team is struggling; doesn't seem to be cohesive or work together well; has difficulty making decisions; and/or the various parts of your organization seem to operate in silos I strongly recommend you engage Inspired Training. Terri's work will make a difference. The investment in the services of Inspired Training is the best investment you will make this year.

If you have questions or would like to further discuss my experience with Inspired Training while I served as CEO of NorthReach Healthcare please feel free to contact me.

Thank you.

Bob Barber, MBA
CEO/President