

# Satellite Services



## IROQUOIS JOB CORPS CENTER

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Linda Keefe  
Shared Results International  
One Grove Street, 201D  
Pittsford, NY 14534

Dear Linda:

It is my privilege to write a letter about the two-day *Management Teamwork Retreat* for the Iroquois Job Corps Center. Personally, I found the Retreat extremely valuable and, from comments made by other Staff who attended, I can say that everybody left the sessions refocused. It was a phenomenal two days!

The Seminar sessions helped us bond together and there is now more consideration of each other. We tend to ask, "what makes you say that" and "tell me more about that" to help define a situation or issue.

- Prior to attending the sessions there were territorial walls. Those 'walls' have definitely come down, Staff makes the effort to interact more positively, and our ability to work together has substantially increased.
- Prior to the Retreat, finger-pointing between the departments was the norm. Now we contact each other and discuss "how do we fix this?" Managers have stopped arguing with each other because they have focus, purpose, and a common direction.
- Chaos had been prevalent for several years. Whatever issue arose at the moment became a crises and was treated that way. Crisis management was the norm, and as a result, Staff turnover was high. That has completely turned around.
- We wanted to be #1, but we never asked ourselves how we were going to accomplish it. The Vision Exercise we jointly participated in, contributed to, and made decisions about, provided the insight to accomplishing that. Before it was a wish; now it is a common Goal. We said the words and we now see the vision has a common direction that we all buy into and take ownership of.

The difference between the Thursday before the Retreat and the Tuesday after is phenomenal! The mind set, the mood, the interaction and the way Staff works with each other to provide positive solutions is proof of the Retreat's effectiveness.

Your seminar was energy charged from beginning to end. Your dynamic efforts, positive attitudes, support, and guidance not only insured we stayed focused, but also allowed us to appreciate the value of the Retreat, which helped us to bond as a Team with a common Vision.

Sincerely,

Joel F. Beeby  
POC, Iroquois Job Corps Center

