



8.10.07

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Dear Jacques,

A few months have past since you came to visit with us to share the *Team Performance Program* and I wanted to give you a little update on how we were doing as a result of “drinking your Cool-Aid”

As you may remember, ten of our team attended the seminar from different parts of our young organization , from Finance to Crew Chief and from General Manager to Owners and I have to say that I was curious to see how the team program would translate from the highly concentrated, focused one-on-one program that you and I completed a few months prior – well, you were quick to identify the traits and characteristics of our group and managed to construct for us a common framework for each of the team members to feel comfortable communicating with one another, and also to constructively deliver criticism without making it personal.

We went from a group of talented “individuals” to a cohesive team almost overnight. The enthusiasm for the program not only spread from the individuals that attended the seminar but also, by using the framework, others that did not attend ended up understanding the program by osmosis and being around the program as it was practiced daily.

Our results at the track have improved, the finances are better and I have to say, the atmosphere is very positive.

With practice and a little mutual reinforcement from each of us, we are able to keep the main tenants of your program in play each day.

I wanted you to know how pleased I was that we made the decision and the sizable investment to bring you to the group and that it has paid for itself many times over in better communication, constructive, well-placed feedback and better track performance.

Now, if only you could solve world hunger, a Nobel Peace prize and Saint-hood would follow!!
Thanks again and keep spreading the gospel!

Cheers

Russell Smith

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