

New Client Reference Report & Endorsements

“I originally retained Linda (Shakti) to assist my company with employee retention and succession planning. I was immediately impressed with her ability to listen without drawing premature conclusions and her desire to engage in discussions with key personnel to obtain a better perspective of our key issues. The end result was a development system (not just a T&D program) that engaged management and staff at all levels, inspired them to achieve remarkable breakthroughs and reduced our turnover in 12 months by 75%. In addition we created a succession planning system that motivated our top performers to achieve extraordinary results and reduced our need to recruit externally for advanced positions by building a strong internal bench. We subsequently engaged her team for other assignments including advanced sales training and change management. I strongly recommend considering her company as she is certainly creative, gets results and has a deep passion for her work and compassion for those she works with. She is truly unique and inspiring.”

—**Jack Kealey**, (former) President Harrison Conference services and Senior Vice President Operations Hilton Hotels. Currently President & CEO Kealey Consulting Group

“I have worked with Shakti in many capacities and contexts. She's been a colleague, a business partner (with me working for her business), a life coach, and mentor for me for the last 18 years on and off. When I was looking for a massive breakthrough and breakout of several life situations that were keeping me miserable and stuck, Shakti helped me blow myself out of my own boxes.

She's one of the best trainers and coaches I've ever encountered when it comes to breaking through your own limitations, figuring out how to unite & implement major corporate culture shifts/innovation, and motivating teams (both management and staff) to unheard of levels of performance. She does this with a wisdom you can only gain from over 30 years of experience, a lot of "field experience," and a connection to her own intuitive wisdom that makes her a formidable person to have helping you get your organization (and life) on track.

I can't recommend Shakti highly enough.”

—**Geoff Laughton**, Relationship Architect, Best Selling Author,
Master NLP Practitioner, Hypnotherapy, Motivational Speaking

“As a senior manager who had just assumed leadership of the nuclear operations at the Lab, I saw a need to shift the thinking of everyone, especially the first level of management. The organization had very low morale, saw a capability being shut down, and had no idea of any future – very bleak. This in the face of an extremely critical mission for national security. At that time one of the first level managers brought in Inspirit Consulting [now Envision Coaching & Consulting] to execute Championship Team Training for his department. I observed and resonated with the methodology so I expanded it to the entire group and a special one week dedicated off-site for the leadership team. I was especially impressed with the skills of the trainer, Shakti Linda Dudley. She has the ability to see deeply into a conversation and understand the motivators behind the individuals talking. Fascinating to watch because she can very positively ask questions and draw out the answers that help move everything forward. This is a very unique talent and one that made this training so much more valuable – Shakti did not advise us on what to do but lead the critical thinking to determine the best path forward so that it was a consensus decision.

That was in 2007-2008 and the transformation has been dramatic. Let's go back to the initial off-site. The work built a close and personal relationship between everyone on the management team. This was an intense, dedicated week and it was only through the wisdom, expertise and understanding of Shakti's team that we were able to complete the training and finish as a solid unit with full confidence in each other – a very powerful position. It enabled each manager to look at himself and understand what was driving him and why. That understanding and gained confidence enabled one manager to ask to be moved back to staff – the healthiest and best thing that could happen to him. I was tickled because of the knowledge that staff and managers who understood themselves meant their personal life would be much improved and that would

translate to their professional work. The first level management team also conceived a plan to pull the nuclear operations into the 21st century and re-engineer how everything would be done. They had no resources, only an idea of what was the right thing to do, and they were somewhat shocked when they briefed the concept to me and I fully agreed and committed to finding the resources. The result was a dedicated three year effort that still continues throughout the organization.

The shift in thinking illustrated by this one major effort has permeated the organization. Rather than a defeatist attitude, the training and continued coaching has given everyone a common language and trust of each other and management. I had staff come into my office with what they perceived as over-the-top requests knowing that I would either accept, reject, or counter. In fact, I encouraged ideas and one fall out was the initiation of a qualification for the Quality New Mexico award that is based on Baldrige which proved successful – a staff driven initiative. I had staff give me a “vision” of where they saw their efforts going and that vision was leading the entire Laboratory.

The organization had gone from the bottom of the barrel to the top and is now recognized at the Laboratory for excellence in operations. Two things. First the staff learned to understand themselves and gained a common language to work with each other in an environment of trust. Second, the managers and staff learned, and practiced, the art of creating a vision without the burden of making it happen tomorrow. They appreciated that with everyone sharing the vision, then it was possible. Now when I go back to the organization I find a very upbeat, positive and productive group – a real joy to see. I fully credit this transformation to the dedicated effort by Shakti to know, understand, and coach the staff and managers in nuclear operations to push themselves beyond the now and into the gap reaching to their vision. She helped make the organization respond as a Championship Team.”

—Executive requests to remain anonymous

From a client reference report conducted by one of my corporate clients prior to hiring me:

“I received extremely positive responses and excellent recommendations for the training “Shakti's (Ms. Dudley's) references. The three references were managers who had participated in and highly recommend her services. I know the notes below are long, but they provide ample testimony to recommend Ms. Dudley's training services. The theme of the comments below is that training produces immediate, positive results in the way people do their jobs.”

Reference 1

Mr. Jack Kealey, President (retired) Harrison Conference Center (ARAMARK Corporation)

The Harrison Conference Center includes more than 50 conference centers, corporate training centers, and specialty hotels with more than 200,000 employees in 18 countries. As President, Mr. Kealey hired Ms. Dudley for sales training. He was so impressed with her and the training results that he paid her to custom design the Building a Championship Team course. His goal was to grow people from within the company, promote from within, hire fewer employees from the outside, and preserve the Harrison culture. He wanted to eliminate the fear his managers had of being replaced by their subordinates. He wanted to promote his managers and have qualified subordinates ready to be promoted in their place.

His employees responded well to the Building a Championship Team. He says that Ms. Dudley has "an uncanny ability to get people to open up to her. The turn-around in some problem managers was mind-boggling." He started with 20 top managers and was going to roll it out over 5 years and the response was so good he accelerated the training of more than 500 staff members over about 3 years.

He said her training taught the top managers to develop talent in subordinates and that trickled down to all levels of management. The training reduced their fear that people in the company could outperform them.

He said that people learn by example. When the training got the mid-

level managers, it re-energized them and the tangible results were that customer satisfaction survey improved impressively. Some managers that would have likely been fired turned around completely and several of them became top producers in terms of cultivating and promoting from within the company.

He would recommend hiring her for Building a Championship Team, and welcomes further calls for more information.

I have included the press release announcing Mr. Kealey's retirement below. He is a very impressive reference.

Reference 2

Ms. Deb Galper, Harrison Assistant National Sales Manager

Ms. Galper gave Ms. Dudley a very positive recommendation. As a Harrison assistant national sales manager, she went through the sales training that Mr. Kealey (see interview notes above) had provided his sales team.

When Ms. Galper heard that she had to take more training after having already had 13 years of training in her career, she resisted it, but she said that Ms. Dudley's training was "truly amazing," and puts Ms. Galper "in a unique place in her market". Her sales revenues went from \$3 million to \$9.5 million in one year after starting training ("How's that for showing results?" she asked.)

The training isn't about how to sell, it was about how to go to the table as a sales person and meet with prospective customers who don't want to listen to you, don't have time for you, don't want to spend their money, have their head so crowded with ideas that they won't even hear your sales pitch. The training allowed her to turn those meetings around and effectively identify and meet their needs.

Ms. Galper uses the skills in her professional life and personal life, she will always be grateful to Mr. Kealey for providing it to her. She teaches the skills to her staff and children. Other of her enthusiastic quotes include:

"The training hits points inside you that you didn't know existed."

"None of our competitors have done this - it clearly puts us ahead."

"You train yourself to listen differently."

"People notice the difference."

"Other trainings claim to teach you to think outside the box. This is REALLY outside the box."

Reference 3

Ms. Ana Maria Vasquez, Staff Development Manager
First National Bank Durango, Colorado

Ms. Vasquez returned my call on her day off because she didn't want to miss an opportunity to provide Ms. Dudley with a positive and enthusiastic reference. I started the interview by stating I was interested in the results of the training to which Ms. Vasquez replied, "The results were absolutely immediate." She explained that both she personally and professionally, as well as the bank training program, were stuck in a rut. As the training manager, she had been looking for training to take her training program to the next level. A training program to get the bank managers out of the rut; something to "inspire and enrich" them. She needed training that would turn her organization into a lead organization within the company. The training results were so compelling that the hourly workers who noticed the improvements in their managers, were emailing Ms. Vasquez recommending that other specific managers take the training.

What changed, she said, was that the managers were in a downward spiral. They went into meetings anticipating the lack of response from each other and filtering out each other's same old ideas. Through Ms. Dudley's training, the managers have become better listeners and instead of hearing someone and not responding to them, she now listens differently and understands what they are saying and can respond to their needs. She said the training has allowed her to make "distinctions" in what her clients (the bank's management) are saying and makes her response more "intentional." Distinguishing needs and responding intentionally impressed the bank president so much that he is going to provide more training to more managers.

Ms. Vasquez also mentioned that use of email has improved, because people are thinking differently about the way they communicate.

She stated that she is “still on fire” about the excitement of the training that she took in June 2006 and that the training was “life-changing” in her professional and personal life.

She added Ms. Dudley’s follow-up is impressive, too. Ms. Dudley calls to check on her progress and troubleshoots problems. In closing, Ms. Vasquez said the training will re-energize and engage anyone who takes it.