



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON  
WALTER REED ARMY MEDICAL CENTER  
6900 GEORGIA AVENUE, NORTHWEST  
WASHINGTON, DC 20307-5001

REPLY TO  
ATTENTION OF

June 12, 2008

Mr. John Evans  
2600 Crystal Drive  
Apartment 1721  
Arlington, Virginia 22202

Dear John,

You asked for my feedback on the work you have done for us and I found some time to conduct a review with the participants. It was agreed your program design methods would work within any organization.

They outline how leaders achieve successful change at the strategic, operational and tactical levels of the organization. They are organization-specific and designed to show participants how to understand and master change: to cope with change, embrace it, and then develop a plan of action to collaborate with mission partners, stakeholders, customers, and the organization's workforce in order to implement the change.

The program for us was action based and results driven. You provided a full engagement strategy for customers, mission partners, and stakeholders to ensure the successful implementation of change we required. Most important, you helped all of us to understand the mechanics of change and demonstrate how to harness and direct the change to work on a daily operational basis.

We were in a most challenging environment with the base closure decision announced, an exposé done by the Washington Post describing mistreatment of the wounded warrior, and recent outsourcing of our base operations, resulting in a reduction-in force of over 350 skilled employees. You showed us how to create a positive environment in which to motivate and renew commitments to the organization's mission and vision for all of our command.

Through your mastery and understanding of Leadership Methodology, you helped us to develop action plans, timelines and ways to measure success. We are now in year one of using your program that was specifically designed and built for us, and it is still working. I would recommend your program without any reservation to organization; your success was our success.

Very Best,

A handwritten signature in black ink that reads "Steve Brooks".

Steve Brooks  
Deputy to the Garrison Commander  
Walter Reed Army Headquarters Garrison