

*“Ross Blake Associates is interested in a match between their expertise and your company needs. We ask them to return because their approach delivers quality training, and they have adapted their offerings to our evolving needs.”*

*Sallie Biittner  
Associate Director of Human Resources  
Bristol-Myers Squibb*

Dear Barbara,

We appreciate the opportunity to share with you more information about Ross Blake Associates. Our business is helping companies improve performance, develop potential and get a higher return on investment from their employees, in other words we help businesses do more with their existing resources.

Building strong organizations includes developing a key resource, its employees. We help people develop skills and improve performance by assessing needs, custom designing lessons and delivering relevant training.

We provide:

- Training that involves the participants so that they improve their present skills and learn new skills by doing and interacting.
- Learning that is rewarding and effective, reinforced with continuous feedback and coaching.
- Programs that are designed to be delivered in manageable units so that the employees can use and retain the knowledge they have acquired.

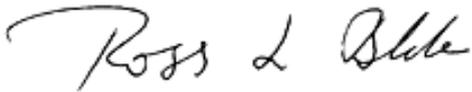
Our programs include: customer service, performance appraisal, understanding different work styles; and team, supervisory and management development as well as other interpersonal communication skills related areas.

Our clients, including Corning Incorporated, Hood Dairy, Steuben Glass and The American Furniture Manufacturer's Association appreciate our commitment to delivering relevant training, providing follow-up and obtaining results.

Whether your organization can benefit from improving basic communication skills, management development, individualized coaching or a combination of services, we invite you to discover how Ross Blake Associates can help your organization make a change for the better.

Please find enclosed a brochure describing some of our capabilities. We will contact you within the week to further review your training and development needs.

Sincerely,

A handwritten signature in cursive script that reads "Ross L. Blake".

Ross Blake  
President

Encl: RBA Brochure

*“Cost effective, results effective training. Training results are directly affected by the synergy between instructors and participants – Ross Blake Associates was the best received outside resource in recent memory.”*

*Marvin Meissner  
Total Quality Assurance Manager  
Albany International Monofilament*