



Trust us to be there.

CCG Systems, Inc.
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March 1, 2005

To Whom It May Concern:

We initially hired Joe Healey, based on a strong recommendation from a trusted professional, to deliver a keynote address and facilitate a breakout session at our annual national conference in October 2003. His work with our customers was so impressive for this critically important event that I had further discussions with Joe, resulting in a long-term contract that provides a level of service that meets both our employee and organizational developmental needs, as well as our budget constraints.

We have now worked with Joe for more than a year in this capacity and what he has accomplished through his work with staff members is evident not only in their individual performances but in an overall "raising of the bar" of effectiveness at all levels of our organization.

Though there are many outstanding traits about Joe, the most important one to me is the depth and breadth of his character. Joe is real; he tells it like it is and he is not afraid to confront and be a part of solving the most difficult issues we face. Every single leader and team in our organization that have had the privilege of working with him respects who he is, making what he offers as constructive direction easy to embrace and act upon.

Our company's continuing association with Joe Healey is one of the best investments, both in time and money that we have ever made. His unique ability to combine superb listening and discerning skills with equally strong organizational and writing skills is assisting all of us at CCG to lead more effective lives, both personally and professionally.

Please call me at 1-800-753-2783 if you need further information about our work with Joe.

Sincerely,

Pamela J. Nelson
CEO