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Dear Mario,

I was so glad to find a colleague that values business's greatest asset (people) as much as I do. In today's customer focused world we can't give the customer what they want with out employees that are up to the task. Employees need to be coached emotionally and trained in the skills of communication with each other. It was apparent from our first conversation you could help pinpoint break downs within My Auto's communications and develop a plan. You also made sure I knew that although you can give me tools and a plan for success, it would only be realized with diligent work and accountability from the "My Auto" Management team. I love your thermostat mentality verse a thermometer. We as leaders set the pace and tone of our teams. Managers must embrace and cultivate an environment where individuals can prosper. I wanted to thank you because your efforts are hard to track directly but easily measured through the increased productivity of our employees. ☺

WOW!!!!!!

Scott Campbell
GM "Team Leader"