



February 1, 2006

Human Resources Office
3200 College Avenue
Beaver Falls, PA 15010
724-847-6560
www.geneva.edu

To Whom it may Concern:

I have known Tim Edris for a number of years in various professional capacities, but most recently as a client of the Emerging Leaders Institute (ELI). As the Director of Human Resources for Geneva College, ELI provided training for our mid-level managers on the complexities of *Difficult Conversations at Work*. ELI has also consulted to us around the area of Performance Management Systems. This entailed researching what kind of performance management systems would be most effective for Geneva College's employees and making recommendations about which kinds of systems to design.

During the multiple-day seminar provided by ELI, Tim instructed a diverse group of managers on the intricacies of holding difficult conversations in the workplace. We benefited from his thorough research and keen presentation. Nearly all the participants expressed the great value of the material covered in the training sessions. ELI consistently met the established time lines and met my expectations of quality in the content of his consulting.

Time and again, Tim demonstrates his ability to adapt to the needs of the client. His willingness and desire to build a partnership that is mutually beneficial sets him above other training consultants. If you have any additional questions about ELI or Tim Edris, I would be happy to elaborate on my experiences.

Sincerely,

Timothy R. Baird
Director of Human Resources

trbaird@geneva.edu