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I am writing to commend the firm, Professional Performance Incorporated (PPI).

Since 2004, I have worked with Monica Oakley, President of PPI and her associates on projects to improve our team's communication skills. She has also provided personal coaching skills to a number of our high performers.

Monica and her team provided effective and targeted sessions directed at helping our teams and individuals communicate more effectively for improved business and personal outcomes. Her profile tools were easy to use and provided powerful insight to one's own styles of communication, leadership, etc. She used a variety of other tools and approaches (video, role playing, etc) that provided excellent experiential opportunities and reinforced successful changes in behavior and communication. She liaised regularly with managers yet maintained confidentiality and integrity for the trainees. She provided a caring demeanor to trainees, yet provides honest and effective feedback for improvement.

I have found Monica's coaching in my own private sessions to be among the best personal development opportunities of my entire 30 year professional career. I have often told Monica that besides my education and own hard work, I consider her coaching to be the most important success factor in my current tenure at Wyeth.

Please feel free to contact me if I can provide you with additional information.

Sincerely,

A handwritten signature in black ink that reads "Anne Williamson".

Anne F. Williamson, PharmD