

Chamber Advanced Leadership Program (CALP)

- I. Overview**
- II. Workshop Offerings**
- III. A Sample of Our Instructors**
- IV. Endorsements**

Section I: Overview

A Chamber-sponsored, turnkey program for Communities across America

- I. Three-year program of quarterly workshops**
- II. Practiced, effective, proven workshops that receive top reviews**
- III. Outstanding, experienced, compelling instructors**
- IV. Certification process in development**

A Win for Communities

- ✓ **Provides skills-based leadership training for increased effectiveness.**
- ✓ **Prepares your infrastructure for inevitable change and growth.**
- ✓ **Improves communication, planning and attitudes.**
- ✓ **Provides a conduit for increased networking and interaction.**
- ✓ **Benefits sectors typically unable to experience this sort of training.**
- ✓ **Takes your community to higher levels of performance.**

A Win for Sponsors

- ✓ **Improved performance in your organization.**
- ✓ **Survey-based feedback throughout the program.**
- ✓ **Executive coaching throughout the program.**
- ✓ **Contribution to the Chamber and Community.**
- ✓ **Low cost/high value.**

The Program 9g Enterprises has developed a comprehensive series of workshops effective for groups of all sizes. Over the past several years the series has evolved into a compelling and logical progression that drives toward increased performance and productivity. Effectiveness has been validated by clients ranging from businesses, small and large, profit and not-for-profit segments, credit unions, banks, insurance companies, the White House Communications Agency, governmental entities and Chambers of Commerce.

Reviews and endorsements are superb. We insist on critiques for the sake of continuous improvement, which has led to effective workshops and seasoned instructors. An overview of the organization, including staff, workshops, keynotes,

surveys and endorsements can be found at www.9gs.org.

The Workshops We've developed a series of workshops, based on feedback from Chambers and Chamber members, that are very effective. References are available. A series of twelve workshops over a three-year period are recommended. Options for customizing the series are available. Section II provides an overview of our workshops.

Our Instructors come from a variety of backgrounds and, without exception, are proven leaders, facilitators, coaches and patriots. With a mix of corporate and government service our instructors provide a perspective well received by audiences of any size. Have a look at Section III for more information.

Next Steps Contact your Chamber to sign up as a sponsor.

We look forward to the opportunity to add value to you and your community.

Best regards,



Bob Vosburgh, President
9g Enterprises

Section II – Workshop Offerings

Required Workshops:

- **Organizational Excellence**
- **Coaching & Mentoring**
- **Assessments for Effective Leaders**
- **Balance for You, the Team and Life**
- **Essential Facts for Improving Personal Productivity**
- **Community Vision: Consensus, Resources, Execution**
- **Conflict Resolution**
- **Goal Setting and Annual Reinvention**
- **Communication**
- **Advanced Leadership Concepts**
- **Ethics and Developing an Organizational Code of Honor**
- **Diversity, Equal Opportunity and Sexual Harassment**

Optional Workshops:

- **Customer Service**
- **Project Management**
- **Succession Planning**

Workshop Details:

Organizational Excellence

Objective: Overview of effective leadership principles and an establishment of a baseline for improving organizational performance, atmosphere and productivity.

In a time when there is no shortage of people offering to speak about leadership, you'll find this workshop different... something you can sink your teeth into. Based on the book, *LIFT*, by 9gs president, Bob Vosburgh, the focus is on three major areas: Self, Team, and Atmosphere. Attendees learn about three necessary characteristics within each of those major areas, while being entertained with anecdotes, stories, and videos of successful leaders.

Participants have their team take an on-line leadership survey that provides qualitative and quantitative feedback. The results of this survey are then debriefed in confidential one-on-one sessions with 9gs facilitators. Attendees leave with a mantra of critical characteristics for organizational performance and productivity and a summary of how their teams perceive the leadership environment.

Coaching & Mentoring: The Basics

Objective: Learn the basics of effective coaching, the power of a properly implemented mentoring program and the need for proper succession planning. Improve communication, motivate your team, and enhance performance.

Do you understand the steps for effective coaching? In a study conducted in 1997, 31 managers underwent a conventional managerial training program where productivity was increased 22%. When the same group underwent eight weeks of coaching in conjunction with training... productivity increased by 88%. The laser-like focus provided by hands-on coaching was the driving force behind the 4x multiplier demonstrated by this study. Coaching is not just about leadership and it's not just for individuals who are failing. It is for anyone who wants to improve in any area.

Mentoring is a discipline very similar to coaching, utilizes internal personnel, and has a great return on investment. Bigger-picture in nature than coaching, mentoring pairs inexperienced team members with experienced, successful individuals who can pass on valuable skills and knowledge. A turnkey mentoring program, adaptable to any size organization, is provided and implementation discussed.

Assessments for Effective Leaders

Objective: Review the benefits of assessments for self, the team, hiring and firing. Utilize the DiSC assessment to gain a better understanding of personal tendencies and how they relate to others. Take an introspective look at personal strengths and opportunities for improved performance.

Self-awareness is one of the hallmarks of the most effective leaders. They possess a real understanding of themselves and how their actions impact others in the organization. Do team members walk away from interaction energized and feeling valued, or do they just walk away? Effective leaders know their strengths as well as their weaknesses and capitalize on the former while minimizing the latter.

DiSC assessments provide the foundation for a discussion of assessments and their value to individuals and to organizations. This foundation moves beyond interpersonal effectiveness and addresses the use of assessments in hiring and in coaching. Informative and interactive, the workshop teaches attendees how to use online surveys and assessments effectively to screen and hire those you're considering, as well as coach those already aboard.

Attendees take the DiSC prior to this session to enable maximum return on the time invested in the classroom. Other readily available assessments are discussed and their use in many aspects of personnel management explained.

Balance for You, the Team and Life: Creating Energy for the Long Term

Objective: Improve personal and professional balance for higher levels of health, performance and productivity.

Are you maintaining your perspective? Can you step back, far enough from the fray to provide balanced, effective leadership?

Many leaders spend their lives focused on ensuring organizational success at great cost to their personal and professional lives. Their goals are sometimes myopic with organizational objectives being their number one priority. They come in early, work without a break, leave late, miss important family time and don't spend the effort needed to balance their life. Sound familiar?

This workshop focuses on the mental, physical, and emotional aspects of finding the right mix for self, family, life, and profession. In-workshop assessments help establish the foundation, take-aways and accountability make it happen. Attendees focus on what they can do to sustain the pace and the commitment required to succeed in the professional world while concurrently ensuring their personal life flourishes.

Essential Facts for Improving Personal Productivity

Objective: Analyze and review attendee's strengths and opportunities by looking at Time Mastery survey results and pair attendees for coaching sessions. Leave with action plans for higher levels of time mastery.

How well do you utilize time? Are you able to prioritize and accomplish the multitude of tasks, requirements and commitments you face on a daily basis? This workshop breaks down the quandary of key time mastery components and identifies each individual's strengths and weaknesses. Using the results of a time management assessment completed prior to the workshop, attendees are coached to optimize their time mastery skill sets.

Attendees develop action items and a plan to better utilize personal and team time. Highly interactive, the workshop process helps participants make real changes for a more successful approach to professional and personal life.

Community Vision: Consensus, Resources, Execution

Objective: Develop a vision for your community and make it happen. Learn to find common ground, build consensus, divide and conquer utilizing the proper resources, and execute with accountability.

What are the most contentious or critical issues facing your community? Has Wal-Mart asked for permission to build a Super Center on the outskirts of town? Is there an initiative afoot to close down your main thoroughfare and make it into a pedestrian-only zone? Are real estate taxes getting so high fixed-income retirees and others are being priced out of the market? Is local government so bogged down by in-fighting and parochial interests that it is non-effective?

9gs has developed a survey to help communities identify the issues or subjects of most concern to its members and to quantify the size of the various stakeholder groups. We will tailor the survey to address specific items you want to have included. All communities have issues they are aware of and working to resolve: Our approach is to work with the community to prioritize the list, get input from everyone who is likely to be affected by the outcome, and create a solution the community will embrace.

This workshop focuses on 1) identifying the most important issues or questions a community is facing, 2) selecting among candidate processes to develop options for dealing with the issues, 3) identifying other resources (federal, state, local, professional, not-for-profit, etc.) that can be brought to bear, and 4) crafting and executing a plan that includes daily activities and accountability.

In our experience, successful communities develop long-term relationships with their constituents. The foundations for these relationships are transparency in the policy-making area and trust. Communities that have a well-established procedure for seeking out stakeholders and including their input on overall goals, policies, and procedures may take longer to come up with the final solution, but that solution usually better stands the test of time. Citizens whose opinions are sought out are more likely to buy in to compromise and also to understand if outside help is needed. This 9gs workshop helps communities sort through and prioritize the many items they are asked to deal with and to gain wider community acceptance for decisions that are reached.

Conflict Resolution

Objective: Review conflict management principles and methods to better manage conflict within the organization. Review the processes, develop a game plan, and prepare for the tasks required to successfully navigate changing environments and the conflict that naturally arises from the change. Learn to make conflict a positive factor instead of a negative force.

Attendees learn that conflict in daily work environments and conflict due to necessary change can be controlled and channeled to maximize organizational performance. Conflict management is explored using real life examples, with procedures and tools for coping discussed.

The Self-Team-Atmosphere approach introduced during Organization Excellence is utilized by looking at both inner conflict and conflict within the team to identify sources of conflict and how they arise. Diversity, perceptions, values, principles and emotions are looked at and evaluated to familiarize attendees with how others think and how it affects potential conflict.

Personal comfort, hot, social, value and cognitive zones are introduced to familiarize attendees with further sources of conflict to facilitate understanding of conflict and how to make it a positive force. Current methods and philosophies for successfully managing conflict are discussed and practiced to give a better understanding of how to cope with personal and professional conflict situations.

Conflict is neither good nor bad, it is simply a natural part of living. We choose whether it will be constructive or destructive. This workshop introduces how to make it constructive.

Goal Setting and Annual Reinvention

Objective: Develop a personal and professional game plan and update it on a recurring basis. This workshop includes exercises for developing/redeveloping your goals strategies, and tactics.

Can you use the same list for your New Year's resolutions every year because you never complete any of the items? Are you, like me, always trying to lose ten pounds and get more exercise? And does your organization have periodic retreats where you spend hours crafting a new vision statement and re-prioritizing your goals only to go back to business-as-usual?

If any of these descriptions fit your situation (and our pre-workshop survey will help define where you rank relative to others), then this workshop is for you. Our approach is to take you through a series of steps that begins with setting goals and ends with detailed daily activities and accountability. We do this in parallel, taking into consideration both your personal and your professional life.

Think about an airliner going from Chicago to Los Angeles. The crew will need a good flight plan that takes into account the weather, the fuel, other traffic, and routing. But a good flight plan is not enough. The crew must also know who is going to put the landing gear down when they get to Los Angeles, and who is going to check on that person to insure that it is done—questions like “What's that scraping noise?” are very distracting during the landing phase.

In this workshop you'll develop a set of possible goals and then narrow that list to the ones that are both feasible and are the most important to you (or your organization). Using a methodology called a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis, you'll develop strategies to support your goals. Finally, you'll drill down to activities—tactics—and accountability: Who is going to put the landing gear down, and who is going to make sure it gets done.

Lastly, we'll talk about developing your sensitivity to changes in you and in your environment that may signal a need to make changes in goals, strategies, and/or tactics. Nothing remains static for long and successful people and organizations have a process for periodically reviewing their plans, processes, and procedures and making the necessary changes (known as reinvention). Organizations that do this well become agile, adaptive and stay ahead of the pack.

Communication

Objective: Review the fundamentals of effective communication, self-assess communication style and techniques for perspective, and outline a plan for improvement.

Lack of effective communication hurts performance, reduces productivity, and diminishes interpersonal relationships as well as overall team effectiveness. Motivating and managing today's technically savvy workforce requires effective communication if organizations are to be successful. Effective communication is a learned skill. Are you putting forth the proper effort and are you successful in this fundamental area?

How do you listen? How do you like information to be presented to you? Do you know what forms of communication your co-workers, your boss and your significant other prefer? This workshop encourages attendees to think about how they react to different forms of communication, decide what works best for them, and let the people they have frequent contact with in on the secret. Opening more effective channels of communication will lead to more satisfying relationships, reduce frustration, minimize conflict and boost productivity.

Advanced Leadership Concepts

Objective: Improve leadership effectiveness by reviewing advanced concepts derived from proven models.

The idea of the role model is well ingrained in America: The selfless football coach; the teacher who spends her own money on supplies the school budget won't cover; and the gruff drill sergeant who prepares troops for the terror of combat and brings them through unscathed. Leadership training starts with ideas and techniques to develop the qualities of role models in each of us: decisiveness, integrity, perseverance and courage.

How do these qualities and techniques have to change as leaders advance up the ladder in large, complex organizations? Advanced Leadership Concepts addresses these issues. Ten principles of leadership are investigated while participants interact, with attendees and staff, to see how the principles can be applied to everyday problems. The idea of being a role model in dealing with others; to resolve conflict and reach compromises is presented, with anecdotes and real life stories providing an entertaining as well as educational experience.

Workshop attendees explore and define the boundaries of empowerment and discuss techniques for generating more participation and energy from their people. Techniques for renewing interest and increasing input from all levels in an organization are discussed with the intent of generating more enthusiasm and energy from any team.

Ethics and Developing an Organizational Code of Honor

Objective: Overview of Ethics principles, their value to the community and the means to develop an organizational code of honor. Discuss the impact of both high ethical standards and low ethics on communities, organizations and individuals

During times when ethical lapses in personal lives, business and government are occurring far too often, an in depth look at ethics is critical. This highly interactive session examines ethical actions across the board; the good as well as the bad and their impact on those around them. Using both highly publicized and little known examples of historical and current deeds, attendees discuss the impact of ethics on everyone.

Developing an organizational Code of Honor is becoming an important part of defining who we are and what we believe in. Current thought and standards of ethics used in developing a code of honor are discussed. Attendees will leave with the knowledge and materials to develop a comprehensive and measurable code of ethics for their personal and professional lives.

Diversity, Equal Opportunity & Sexual Harassment

Objective: Discussion of Diversity and Equal Opportunity issues as they relate to individuals, organizations and the community as a whole.

Diversity and Equal Opportunity are more than just buzzwords; they are necessities that allow communities and business to prosper and grow. Attendees learn about and discuss how to build strong relationships between people of varied and different backgrounds in the community as well as the workplace. A measurable diversity program is analyzed through the use of up-to-date techniques and methods. With the end goal of developing a common vision and sense of belonging for all individuals, this critical look at diversity and its benefits will help any organization move forward with its people. Current legislation and Equal Opportunity issues are presented as they relate to the business environment and the community as a whole.

In today's litigious society, it is critical that employers and organizations ensure Sexual Harassment is not encountered in any area of their purview. Prevention is the best tool to eliminate sexual harassment in the workplace. Employers are encouraged to take steps necessary to prevent sexual harassment from occurring. They should clearly communicate to employees that sexual harassment will not be tolerated. They can do so by establishing an effective complaint or grievance process and taking immediate and appropriate action when an employee complains. Attendees will discuss what sexual harassment is and how to prevent it and leave with materials to develop or strengthen their own programs.

Customer Service

Objective: Identify proper perspective for effective customer service, increased customer satisfaction and improved organizational performance. Leave with a specific set of guidelines and a plan for improvement.

Customers have basic needs when it applies to the service they expect. Is their business important to your organization? Is their service message being interpreted correctly? Are you making them feel special? Are their needs met and, preferably, exceeded?

Customers need to feel they are the number one priority, their needs are met and they receive first-rate service.

This lesson encourages your entire organization to refine ideas about customer service through interactive discussions with staff and attendees on topics such as "Internal & External Customers", "Moments of Truth", "Value-Added" opportunities, and "The First 30 seconds" of contact. Your people learn more about working with your customers in a positive way to resolve their problems, instead of continually "just saying no." Attendees learn and practice techniques that help de-fuse customer problems and enable them to provide the first-rate service that will make your organization stand out among the competition.

Project Management

Objective: Overview basic elements and concepts of Project Management. Practice application within a generic project lifecycle.

How does your organization tackle the strategic planning process and execute the plan? What happens when strategic planning is complete and your organization gets back to the daily grind? Does the group execute well? Is there a process for accountability, responsibility and timeline? Oftentimes, organizations do a great job putting together a plan but fall down when it comes to the management of projects.

Project Management is a critical core competency for any organization. Studies have shown that having an efficient, dynamic project management program greatly improves the probability of a project being completed successfully. Effective leaders realize project management plays an important role, not only in the successful delivery of projects, but also in taking organizational performance and productivity to a higher level.

This workshop will provide participants with an understanding of the basic elements and concepts of Project Management and how to apply these within their organization. Participants will learn how to apply these tools and techniques within a generic project lifecycle to help them improve the probability of delivering their projects successfully.

Succession Planning: In Depth

Objective: Review the need for effective succession planning, the steps for implementation, and how it will both stabilize and accelerate your organization.

Does your organization have a program for identifying and training the senior leaders of tomorrow? Is there a well thought out pattern of career progression moves that people with the potential to become key contributors in your organization follow? Does each position have a job description and continuity file that will allow contenders to be evaluated on specific skills and knowledge? Is your succession plan producing the desired results?

Coaching, mentoring, and formal, as well as informal, training are all part of a succession scheme that recognizes one of the major responsibilities of today's leaders is to ensure there is a cadre of capable people ready to assume leadership positions when needed. Few of us like to think about the day when it is time to move on and hand the reins over to the next generation. However, not having trained candidates makes the task doubly difficult and can have serious negative consequences.

This workshop goes through a complete succession plan -- from personnel evaluations and effective feedback mechanisms to training high potential employees while avoiding the perception of showing favoritism. This session helps any organization effectively prepare for change at the top, and ensure the bench is full.

Chamber Advanced Leadership Program

Section III – A Sample of Our Instructors

Meet our Cadre... Rick Ulli Bob Sam

Rick Searfoss

As a record holding astronaut who has commanded multiple space shuttle missions Rick provides a truly unique perspective on leadership, teamwork and personal performance. His in-depth personal experiences provide the framework for an unmatched and memorable speaking engagement that will improve all aspects of any organization.



Ulli Munroe

Ulli Munroe is a Corporate Trainer and Employee Development Professional. She has developed a reputation for excellent design and facilitation skills. Ulli has a proven track record in assessing organizational needs and developing and delivering solution-based programs through her well-developed presentation skills.

Bob Vosburgh

A former Air Force "Top Gun" pilot, Bob has also served in the corporate environment in positions ranging from sales, to strategy, to CEO with great success in all areas. The founder of 9g Enterprises, Bob is responsible for company strategy and vision and is a polished speaker and motivator with an in-depth knowledge of all aspects of leadership and communications.



Sam Westbrook

A former two-star general and Rhodes Scholar, Sam helped plan and led the joint strike against Libya in 1986. He has taught as well as practiced leadership and organizational development throughout a storied career. Sam's keynote address and skills as a facilitator have helped inventors, entrepreneurs and companies understand how to develop new business through tried and true leadership principles.



Wally

John

Lisa

Pete

Wally Adamchik

A former Marine instructor pilot and accomplished motivational speaker, Wally has excelled as a leader and manager in both the civilian and military worlds. An outstanding consultant and coach, Wally's expert speaking ability combined with extensive experience, ranging from small companies to the Fortune 500, provide a valuable yet thoroughly entertaining experience.



John Callahan



John Callahan is a former Navy F-14 pilot, distinguished graduate of the US Naval Academy with a degree in Electrical Engineering and current Captain for a major airline.. He has served in numerous command tours while in the active and reserve Navy, culminating in his command of an F-14 squadron with 350 people and a budget of \$12.2 million. With extensive leadership and organizational experience in both the military and corporate worlds, John provides a unique and valuable perspective to leaders of organizations of all sizes.



Lisa Mase

Lisa is an Air Force pilot, college instructor and proven leader. She was a Distinguished Graduate from the ROTC program at the University of Colorado and served as a KC-10 and KC-135 pilot, flying in operations in Operations Southern Watch and Provide Comfort in Iraq. As an instructor at the US Air Force Academy, Lisa taught Military Strategic Studies and oversaw the cadet introductory flight program. Lisa taught students to fly in three different types of aircraft and developed the program instituted throughout the Air Force. Lisa has a Bachelors Degree in Human Resource Management and a Masters Degree in Business Administration from Campbell University.



Pete Gaulk



With extensive experience in both the civilian and corporate worlds, Pete has served as a Navy fighter pilot, Topgun Instructor, MIG pilot in the movie TOPGUN, F-14 Squadron Commander, and a Boeing 767 Captain for a major airline. He is currently a corporate coach, working with executives providing guidance in all aspects of management and leadership positions.

Grady George Christine Dana

Grady Dougless

Grady is a former US Air Force fighter pilot and acknowledged expert in strategic planning and management. Receiving numerous awards throughout a stellar military career, Grady is unsurpassed in his ability to matrix together solutions that optimize personnel and strategic considerations to produce unprecedented results.



George Harrison



George is a retired two-star general now serving as the Director, Strategic Initiatives, Georgia Tech Research Institute. He is an accomplished aviator, speaker, coach, facilitator and speaker with a phenomenal ability to reach all audiences and impart the lessons learned from both military and civilian life.

Christine McMillon

The CEO of ENSYNC Diversified Management Services INC., Christine has managed organizations ranging in size to 500 individuals. During her Army career, she held positions as Headquarters Company Commander of an Engineer Brigade, Battalion Executive Officer, Inspector General, Environmental Engineer, Project Engineer and Strategic Military Analyst. Her military awards include the Legion of Merit and the Bronze Star.



Dana Purifoy



Dana Purifoy is currently an Aerospace Research Pilot for NASA's Dryden Flight Research Center at Edwards AFB, California. Since 1994, he has been involved in numerous flight research programs which include the X-29, X-36, X-38, X-43, F-16XL and advanced F-18 programs. A prior Air Force test pilot, he is a Distinguished Graduate of the French Test Pilot School. He has a BSE-Aerospace Engineering (Summa Cum Laude) and an MSE-Aerospace Engineering from the University of Michigan

Ray Korky Pat Steve

Ray Schwichtenberg

A bank executive officer, Ray has over 25 years experience in sales, marketing and financial consulting. His vast experience has given him the ability to form direct relationships with clients ranging from start-ups to established corporations, guiding them through all phases of business development.



Korky von Kessel



Korky is a retired Air Force Colonel and experienced fighter pilot, with over 25 years of leadership experience. He is currently the president of a management consulting firm that provides senior-level advisory services and functional training programs focused on business development, procurement and operational implementation for the private and public sector.

Pat Hinneburg

General Hinneburg spent 27 years in the Air Force as a training, logistic and aircraft maintenance officer. Serving as a Congressional liaison and member of the Presidential transition team, she gained insight into the inner workings of both the Legislative and Presidential branches. Her combined life's experiences provide a unique background for her work as a coach and teacher.



Steve Montague



Steve Montague is a business owner, former Navy F-14 pilot and graduate of the US Naval Academy with a degree in Aerospace Engineering. In college Steve played hockey and raced offshore sailboats while serving in several leadership roles. As a Navy pilot, Steve was selected as the top pilot in his squadron and served as a Landing Signal Officer responsible for ensuring safe aircraft carrier operations. A current Captain and line check airman for a major airline, Steve is an integral part of his community serving in several leadership positions and acting as a mentor and recruiter for young people considering entering military service.

Jim Steve Andy Scott

Jim Shipley

Jim Shipley is a renowned expert on building growth enterprises, organizational development, leadership and financial affairs. Jim has served as the Senior Advisor to the Ambassador at Large for Nonproliferation Policy in the US State Department, developed and led several large programs at the Los Alamos National Laboratory, and served as a Corporate Vice President at Flour Daniels, a leading venture capital firm. With a background in electronics engineering and a PhD in computer science, with concentrations in statistical decision theory and instrumentation, Jim focuses on helping organizations of all sizes through applying innovative and effective improvements in their operations, products and marketing.



Steve Munroe

Steve brings a wealth of leadership and management training experience spanning nearly 3 decades. His diverse background includes highly successful and sometimes parallel careers in two military services as well as the corporate world. Key leadership positions as an F-14/F-15 Fighter Pilot/Instructor Pilot, Topgun graduate and Squadron Commanding Officer in the military, combined with equal success as a Captain, Check Airman and FAA Designee for a major airline, provide a solid foundation to compliment his engaging presentation skills. Steve's educational background includes a BA in Business and Psychology from DePauw University, as well as numerous formal training programs in effective leadership and management fundamentals.



Andy Langevin

Andy is a training consultant with decades of diversified experience in higher education, manufacturing, construction, transportation and the military. Andy served in the U.S. Army as a Tri-Lingual Interrogation Specialist, as an Interrogation trainer, and a Survival School Instructor. Andy received a Masters degree in Administration of Justice, Management and has extensive experience with managing people and personalities, developing employees and delivering various educational and job related training services. A designated "Master Trainer", Andy was selected as "Vermont Instructor of the Year" due to his dynamic and entertaining style.



Scott Bergren

Scott Bergren has served in executive positions in both the military and industry and is an expert in all aspects of logistics and supply chain management. A retired Air Force Major General, Scott is currently a business consultant and served as a Vice President for MTC Technologies. He was the Air Force Director of Maintenance and was responsible for maintenance policies for US Air Force assets worldwide. A combat veteran, Scott flew 232 combat missions during the Vietnam Conflict. He has a Masters in Political Science from Auburn and a Bachelors in Economics from Clemson.



Ed Andrea Todd John

Ed Rasimus

A noted author and combat veteran, Ed's aviation experience flying fighters in Vietnam led to his second career working on next generation tactical aircraft with a major aerospace contractor. As a political science professor and prolific author his perspective brings great value to organizations as a coach, a speaker and a facilitator.



Andrea Lloyd_Curry



Andrea Lloyd Curry is a University of Texas Hall of Honor Member and Olympic Gold Medalist Basketball Player. Andrea shares her personal beliefs and real-life examples about empowered leadership within winning teams. As a member of some of the most successful teams in the history of basketball, she knows that "We can't all be chiefs, someone has to follow."

Todd Stewart

Dr. Stewart is the Director of Programs for the studies of International and Homeland Security at Ohio State University. A retired two-star general and accomplished speaker, he continues to hold positions of major responsibility in area ranging from environmental protection to strategic planning and installation management.



John Manzi



A former high altitude reconnaissance weapons systems officer flying the SR-71, John is a seasoned leader with 24 years experience analyzing and conducting global military and space operations. John's experiences give him the ability to work at all levels as a consultant, speaker and coach.

Section IV – Endorsements

Critique Results
9g Enterprises Workshops
2004-2006

When asked if the speaker(s) should be asked back?

1680 of 1699 responded with "yes" or a more positive variant of "yes."

99%

Chamber Alliance of New York State - January 2006

- 100% said 9gs should be asked back.
- Inspiring, good job!
- Excellent concepts and presentation.
- Great info!
- I am very interested in the topics and read about it so I was fascinated in a lot of the suggestions and themes.
- I enjoyed the presentation a lot. The “fighter pilot” reference pints, stories, anecdotes create and inspire an interactive context for the presentation.

Sarasota Advanced Leadership Program - January 2006

- 100% said 9gs should be asked back.
- These slides are some of the best I’ve seen.
- Time flew by!
- It was so interesting I kept missing opportunities to write things down!
- Great intro to program. Dynamic presentation.
- I would sit again and again to absorb more helpful hints.
- Specific examples were very helpful. Great ideas to take back and implement in the office and in life.
- The presenter and material were both great. He really brought together the key aspects of organizational excellence. I am reminded of things that I need to pay more attention to every day. Thank you!

Cape Coral Advanced Leadership Program - January 2006

- 100% said 9gs should be asked back.
- Both Scott and Wally were excellent speakers.
- I love the music break to change things up.
- Well presented, made great points on team building.
- Definitely took some “learning” with me.
- I have a lot of great info to start using – thank you!

Campbell County Board Retreat - January 2006

- 100% said 9gs should be asked back.
- A real learning experience!
- Lots of good ideas that need follow-up!
- Very informative – thanks!
- Thank you for bringing your insight to The Chamber.
- Very confident presentation! Comfortable speaker! Thanks.

St. Johns County Chamber - November 2005

- Excellent content, life stories applied are great!! I have been to many classes such as this and this was the best!
- It is always helpful to reinforce positive behavior and doing the right thing. Thanks for a good presentation.
- Enjoyed the breaks to reenergize. Appreciated the pace – really like having materials clear, clean & large (easy reference) and book info. Reduces note taking – so I don't miss next topic. Thanks.
- Presentation was great – Will try to stop those who “grouse” about upper management by my being the “buffer” who speaks up and encourages change.
- The presentation and speaker were excellent, particularly for such a diverse group. The facilities were a challenge.
- Thank you for the clear, concise and useful information. My hope is to use this information to be a more effective leader.
- Great job. Very informative and inspiring. Kept the presentation flowing and interesting. Thanks!
- Speaker knew where he was going!! Straight forward and clear. Pace and level of detail was very effective.
- Dynamic, timely (for me personally) and inspirational. Thank you for the in-depth research and preparation supporting your presentation.
- Appreciate positiveness, practicality and challenge of the presentation.
- Informative, great examples, good visual aides.

Colorado Chamber Execs - November 2005

- In the 5 years of attending 2 conferences/year this is, by far, the most interesting and educational seminar. Thank you!!
- This made me feel hopeful and inspired – thank you!
- Well done, good topics, somewhat long morning.
- I thought it was valuable and motivational. I look forward to my individual consultation.
- Thank you for your time and know that I learned many helpful strategies! I enjoyed the presentation.
- It is great to go through this type of seminar to remind yourself your commitment to staff.
- Tremendously exhilarating. You guys really know your stuff! So effective to compile responses of the organization!!
- I have several action items to take back which is great!
- Content went at a good pace, thought provoking and relevant to chamber industry.
- Excellent presentation, I thought the info was construed a bit.
- I am interested in inviting you to present to our members. Thanks!
- Very good presentation. The time flew by!
- Very motivating!
- Great presentation –I will grow my organization soon and will utilize the knowledge gained here.
- Thank you so much – this was a very timely presentation for me – I feel that I'm at 7 g's and don't know that I've passed out! The presentation is empowering and motivational!
- This was a great presentation. They definitely set the building blocks in place. Now I need to take the information back and utilize it!
- Unique approach. Thank you! Liked the music – use more Top Gun theme.
- Good points – presentation made me realize how I need to keep the points in the forefront of my management style. Thanks.
- My staff and I are a great team. We respect and enjoy each other. Your presentation reinforces my perception of the dynamics that make it all work. The right people, empowerment and recognition.
- Good reinforcement of subjects easily overlooked.

Cottage Grove Chamber - October 2005

- One of the best presentations I have ever heard.
- Great insight! It shows that Air Force people are not only committed to the mission, but to their people as well. Great job!
- The presentation was a great mix of facts, humor and reality. Great job.
- Well worth my time and the time of my staff. Thank you.
- This is great for leaders and managers. I am the receptionist and can see how effective this would be if our manager would incorporate some of these ideas.
- Just reinforced my attitude on life. My husband & I were just talking about enthusiasm last evening. You are an excellent speaker and a wonderful way that you present this program.
- Presentation merged general information about org excellence & leadership with the ten sponsor organizations. The speaker has good, easy going approach & was able to impart a few good tactics that would be easily remembered. Thanks! Good job.
- I'd love him to do a presentation for our management.
- I thought the quotes on the screen were quite inspirational and would like to seem them on the handout. I took 7 ½ pages of notes. This is definitely something I'll share with my crew. Good job.
- Thank you, enjoyed it, useful.
- Kudo's to the community for aspiring to adjust for a better work environment and personal life and support. Thank you!
- I truly enjoyed this program. I think this has given me insight on dealing with leadership problems I am beginning to encounter. I will be referring your information to my employer.
- Good motivational information – thank you!!
- Great presentation! IT must be difficult to give the “Readers Digest” version of so many important topics and feel effective. I believe you did.
- The presenter was great. Content was useful.
- Good information.
- I enjoyed the presentation. It was good reinforcement for me. I do need to put some points into action.
- Very positive.
- Was a surprise to see our rating as good place to work – should be helpful for business to improve employee response and ultimately their businesses.
- Had a good time, enjoyed presentation.
- Thank you Bob!

- Thank you for reinforcing my own belief in positive is the best way to be – and to do a job well is better than half way!
- Wonderful, informative, fun.
- Very motivating!
- It was wonderful, gives me a lot to think about.
- Thanks for taking time to come here.
- Thanks, this was great!
- This really motivated me. I have a new perspective on things and I'm looking forward to applying what I learned.
- Appreciate ideas we were given to make this a better place to live.
- Thank you, a very inspirational presentation. I feel I can move in a better and uplifting direction. Thanx again...
- Great presentation, good for the community.
- The presentation was great – entertaining and will be very useful.
- Loved it – glad my employers were here!
- Very informative information, great atmosphere.
- Good moving comments on how to make the work place more enjoyable. The positive attitude has been a big part of my life and now I know that it will help to carry out my volunteer activities with our organization.
- It really made me think about what's going on at work and how to solve some problems.

Credit Union Association of NM - October 2005

- Great presentation!
- Great job.
- Really enjoyed your presentation. Very informative and interesting...
- Overall an excellent presentation.
- Thanks!
- I thought the presentation gave insight for others to reinforce what has already been instilled – the relationships of personal experiences is ever more meaningful.
- Great – empowering the role of leadership.
- I feel Bob made the presentation very interesting with humor helps the soul. Thank you personally, Jessica.
- This was one of the best presentations. Bob is a great speaker!
- Motivational.

- The comments from the survey open your eyes. Look at self as a leader. Look at total operations. As one staff member said “Walk thru the front door.”
- Well done, knows what he’s talking about.
- Thought provoking material, thoroughly enjoyed the material. Extremely useful.
- Bob was an excellent speaker. He was very motivating and used a variety of techniques to keep our attention. I would love it if he came back to the area and did his full two-day presentation.
- It was excellent!
- Thank you – very thought provoking. I look forward to the results of our survey!
- Good refresher.
- Great presentation.
- Excellent content, very uplifting and motivating.
- Great.
- I would like to take the whole 3-day presentation.
- Reiterated things I know (but forgot about) plus brought up some new ideas.
- Very enjoyable! Helped me to put a lot of things in my life in better perspective.
- Very “down to earth” and very good!
- Excellent control of subject matter, said all the things I already know but, had forgotten or pushed back.
- Great presentation.
- This presentation is useful not only for Credit Unions but any organization.
- I feel so full. This presentation was so easy to sit through because it targeted so many of the issues I/we deal with every day. I now feel confident that I can apply what I have learned today and improve my situation at work. Thank you for the information!

Yakima Chamber - October 2005

- Thank you for the presentation. It was fun, informational and was great to attend with my coworkers.
- I need to motivate my boss to come to one of this man’s seminars. Please bring him back!
- Very enjoyable and useful information.
- Great tools and resources identified! We plan on purchasing the books that have been cited. Thanks.

- I learned a lot thanks for everything.
- Great presentation – though the concepts are “ah ha” awareness and revisiting is always a positive and helps me grow as a manager and do a better job!
- Very good presentation and will come to another presentation.
- Enjoyed the optimism/attitude. I will take back and use 2-3 of these items today!
- Extremely motivating – great practical ideas!
- Good job!
- What you stand for and how you presented made me feel comfortable writing my name/email. I feel more knowledgeable or more solid in my intuition on these things.
- Very inspiring... look forward to this afternoon.
- Excellent, good pace, sincere, intelligent.
- Excellent – easy to comprehend and useful tools.
- Thanks, many things were known, program was a great reinforcement.
- Best seminar I’ve been to yet! Thanks.
- A lot of us need to teach this stuff when we get back to our staff. Great job!
- Good information! It has helped me to refocus.
- Loved the personal stories.
- Great presentation for management – Yakima definitely needs some improvement.
- Excellent presentation! Your enthusiasm is contagious!
- Great presentation. Excellent material.
- Great way to start the week!
- Thank you for the information.
- Great wake-up call!
- I hope it motivates our community as much as you re-motivated me. Your points are as important for life and family and child-rearing as they are for work. Thanks. I’m implementing many things today.
- Thanks Bob!!
- Very motivating and useable daily.
- Much to think about in terms of our organization.
- Very good.
- I’m very glad I came. We are doing a retreat and I will use several ideas to help develop our plan for 2006. Thank you!
- Will make a difference in my way of seeing my personal and professional life.
- Thank you for your time and enthusiasm and humor. Sharing specific life experiences and others was engaging and powerful. I feel inspired.
- Very good!

- Very timely. Wish more decision makers were here. Showed us, didn't preach to us.
- Bob is a great storyteller! Gave great examples – something to aspire to.
- Our company is promoting the same processes. It is good to hear from another source.
- Excellent speaker.
- Bob was really fun and obviously very knowledgeable. I would like to have him work with our organization in a more interactive format.
- Straight forward, useful tactics and information.
- Thank you – this provides great feedback for our organization.
- Very good delivery. Information while I have heard before it's always a good reminder. Thank you for coming to Yakima.
- Good information and material. Books referred to on back were helpful.
- Wonderfully dynamic speaker! Thank you for making the presentation available to us. I look forward to reading the book.
- Very good – felt real value to team and community. Good to hear information articulated in straight forward point by point presentation.
- I like that you addressed the issue of problem employees and the importance of dealing with them!
- Very motivating and eye opening for me. Thank you.
- Thanks for your time, our community needs to know where we stand so we can move ahead.
- Really enjoyed the presentation and how it related to all my HR issues. We do have issues we need to work on. With time and effort we will get there. Thanks!!
- Very positive and upbeat. You kept my attention and respected my need to learn at my pace.

Lewiston Chamber - October 2005

- Excellent Presentation!
- Very informative. I will be applying these practices in my professional and personal life. Thank You!
- My favorites from today: Live in the present. Why die all tensed up? Sun Down Rule.
- Bob's presentation was remarkable. He would love a book by Bill Marvin titled "There's Got to be an easier way to run a business (and have a life)"
- Great – Would like to attend more seminars given by Mr. Vosburgh.
- Very informative speaker, best I have been to. Very motivative and inspiring. Would strongly recommend to others.

- You have re-energized my attitude about my job and a leader. You did an awesome job here. Thank you. You also stepped on my toes a little where I lack in my job – thank you.
- The presentation was great. I have some useful tools. I think more emphasis on being fair would be appreciated. I like the best treatment focus on the employees.
- Enjoyed the presentation. Hit on concerns I think all businesses deal with.
- I've worked at several companies that I wish could have attended this seminar. Would have been most useful. Thanks!!
- Wonderful presentation. I learned a lot of new information and feel it will be useful. Thank you.
- Very entertaining Bob. Discussed many topics we discuss at work but never seem to have the time to implement. Really gave me insight to my personal life as well as my work environment.
- 8 weeks ago, spur of the moment, Monday AM, I temporarily quit my job – I'm not being allowed to rejoin --- I learned my lesson – have a plan for one --- your seminar made a difference --- thanks.
- Excellent.
- I have taken something useful from this seminar and I thank you for the presentation.
- Exceptional - I'm not usually in to this motivational stuff but he was great!
- I liked his stories. I liked his optimism.
- The presentation was very good. It helped me to pinpoint some of the areas I need to work on.
- The presentation was great reinforcement for what our organization strives for. Thank you for helping our community create a benchmark to grow from.
- Awesome. I will communicate better with my employees. I will create a better atmosphere by being better myself. I will live life at 600 knots.

Texas Society of Architects - September, 2005

- Encouraging, motivating. Thanks.
- Great topic and presentation. Thanks for your efforts!
- More than the sum of the parts.
- Thanks.
- As a scoutmaster, junior leader training, your presentation is a great tool and would like to incorporate it with our program - for work invaluable help.
- Excellent presentation
- Thanks for the effort.

- Very good presentation.
- This was informative and I enjoyed it very much. Thank you very much.
- With what I have learned here, I will feel more comfortable taking more initiative in the direction of the firm.

South Florida Water Management District - 2005

- Very good reinforcement of very useful material and advice.
- Excellent course.
- Wally is a great speaker and teacher. Very animated and energetic.
- Excellent delivery. Speakers allowed questions and responded thoughtfully.
- Great job.
- Good information and insightful.
- I feel the Training has been very good for me as a supervisor. I also feel that management should benefit from this training.
- Very good information to utilize on the job and home. Thanks.
- Very useful. Right time for performing this comprehensive training. I appreciate your help. Thank you.
- Pete and Gary were excellent. The knowledge on coaching, mentoring and succession planning was very well presented.
- Good pace – interesting the way results were communicated.
- Funny, informational, knowledgeable presenters – I enjoyed it! Most of the management concepts presented must be implemented at the District.
- Enjoyed presentation. Had to get up at 4:30 a.m. to drive down here but your energy level kept me going. Great job!
- The military references were effective in showing that this chain of command organization should still care about self, team & atmosphere at all levels – vertically and horizontally.
- Provided me with renewed motivation to use tools that I sometimes forget I have.
- Anxious for the next session.
- Very informative, on target and relevant to managing challenges within the agency.
- I enjoyed the course. I took away some really constructive ideas to improve my unit atmosphere. Looking forward to next session.
- Excellent job, I have written down a couple of action items I think will be very helpful.
- Excellent reinforcement of topics with the use of slides and personal stories.
- Covered much material, provided references for further development.

- Excellent facilitators – I’m looking forward to the rest of the sessions. Thanks! (The 1-on-1 feedback was also very helpful.)
- It was very good to be reminded about the basics once in a while.
- Hopefully, upper management adapts these philosophies.
- The character/integrity of a leader is crucial. I believe you’re on target.
- This was a very good presentation. I look forward to the next session.
- The entire presentation was well organized. The content was pertinent to the issues I am dealing with and will use what I have learned to improve my group and myself.
- Excellent workshop. Inspired to do something today to help my team and improve balance in my life.
- The presentation has helped me “get my bearings” again. I am refocused and ready to apply the information presented in multiple aspects of my life.
- Energetic and positive!
- Just in time training.
- I enjoyed the class. I feel like I've learned something I can take back to my teams.
- This has been a good wake up call.
- This was very inspirational.
- Excellent speakers. Relevant Material.
- Nicely Done!
- Excellent.
- Most useful module so far!
- Sometimes the most valuable part of this type of training program is the fact that it is a shared experience. This session was a little more practical because we got to interact with peers so that we could gain something by discussing how we handle delegation, planning, etc.
- I really liked the one-on-one coaching session today, whether coach or coachee.
- I gained some specific action items that I look forward to implementing.
- This session helped me to clearly recognize how important it is to have written goals and being able to say no without regret.
- Bob very engaging.
- Ulli obvious enthusiasm for subject material was helpful.
- I was quite pleased w/ Andy's "calm" and "confidence." All presenters did an excellent job and also I learned a few tricks. Thanks.
- I rarely give 5's. Definitely need longer workshops. You just touched on many of the subjects. More please.

American Chamber of Commerce Executives - August 2005

- *This was quite excellent - thanks for improving my life and my day.*
- *9gs should have done the opening keynote!*
- *Very upbeat, enjoyable - good job & positive. Congrats on a nice job.*
- *Best presentation of the whole conference.*
- *Best presentation so far!*
- *The presentation was very effective and I believe beneficial to all attendees.*
- *Helped reinforce some of what I'm doing that I think is right and helped immensely in motivating me to continue to improve.*
- *Thank you! It was very informational and entertaining!*
- *Very entertaining and enlightening.*
- *Enjoyed it!*
- *You guys are great.*
- *Great, positive insightful & motivating presentation.*
- *Very relevant. Entertaining presentation. Lots of "ah ha" moments.*
- *Excellent presentation! Very relevant information that is pertinent for both my professional and personal life.*
- *I enjoyed the presentation. Thorough, very applicable to chamber profession.*
- *Best presentation yet! Thanks.*
- *Very energetic. Great examples inspiring perspective!*
- *Very interesting & the crowd participation was wonderful.*
- *Great info presented very well/humor to keep attention.*
- *Best breakout session I've been to since I got here!*
- *Great way to start the day! Thanks!*
- *Thanks! Nicely done!*
- *Excellent program. Extremely valuable. Thanks very much.*
- *Thanks - best presentation I've seen at this conference.*
- *Would be interested in you giving a workshop for our chamber members.*
- *Awesome! Best program at ACCE! Very empowering. I want you guys to do a program for our chamber.*
- *Great presentation & reminders. Perhaps a few tips on how to role out these concepts to our staff & managers*
- *Thanks.*
- *Best session I've taken so far this conference!!*

- *Great way to start the day!*
- *Best one that I have attended. Good messages, which we all need and want to be. Thanks for the passion.*
- *Both of you were very interesting. I got a lot out of the seminar and plan to take back this info to my chamber. The stories were very interesting. Thanks!*
- *Interested in info about potential keynote speaking.*
- *The military background of your group came through in the precision and timing of the presentation, graphics, presentations skills, etc. Great AF job!*
- *This session was so entertaining and most effective of all I have attended.*
- *A good refresher/reminder about communication with my team.*
- *This is my 3rd presentation by 9gs @ ACCE - best by far!*
- *Very positive!*

Missoula Chamber - June 2005

- Thanks Bob.
- Very engaging, enthusiasm, great sense of humor.
- Excellent Presentation
- This helps me identify my areas of denial in the office and gives me a start to changing my behavior enabling issues to continue, so that change can happen in the office. I feel more empowered to take the risk of change
- Would have liked copies of your quotes. Good info most of us know but need to use.
- Excellent presentation and speaker. Everyone should listen to Bob.
- I would like to have more of the slides printed. I got lost at times trying to take notes. Otherwise, great presentation!
- He did a great job of relaying information so that it would relate to any job or circumstance. Thank you.
- He was excellent
- Entering the room today I needed a jolt! A jolt to bet back to balance. Thank you. Content great ... knowledge comes through thought and action. I will be more knowledgeable only if I act on this.
- Thank you for coming to Missoula, I felt the positive attitude information is something always to be aware of in an office situation and a great reminder to all of us.
- Enjoyed the morning. Could have listened to the speaker all day - very interesting - he was very motivational.
- I really enjoyed the atmosphere that the speaker created.

- Thank you for taking your time and motivating me to become the type of leader & motivator! I feel very lucky to have had the chance to listen to your story.
- Very informative; good ideas to take back to workplace. Action plan ideas are feasible.
- Fast pace with a great deal of information - loved it! Great life experiences.
- Great presentation. Thanks.
- Longer seminar next time.
- I loved the walking away feeling affirmed for living life! And owning a business... life first!! Lots of great ideas to keep improving on personal life goals!
- Although I manage an organization of 4 people, I found this to be a validating experience I'm leaving the company July 29th and have a more compatible tool kit for my next experience. Thank you.
- Great pace, mix of humor enjoyable, lots of fun!
- I have several action items and highly recommend your program. Thank you.
- Well done.

Texas Chamber of Commerce Execs - June 2005

- Thanks!!
- Thank You - Excellent
- Love the mantra!
- Great job!
- Great stories - very upbeat fun!
- I was surprised by the amount of humor in the presentations. I enjoyed it. It was good information, and I appreciate the references/resources included.
- I really enjoyed the videos. This was very effective and our organization will really benefit from this.
- Thanks for a well-thought-out presentation and handout.
- I have had a good bit of training in this area, but still enjoyed the presentation.
- Excellent!!!!
- The presentation was excellent!
- Great presentation! Humor added to the effectiveness. Thanks.
- Great program!
- Bob - Good job. You've got great stories.

- Thank you, Grady and Bob, for sharing such awesome information that can and should be used daily in our chamber office environments!! I plan to practice (and be more aware) of your points and suggestions.

Georgia Association of Chamber Execs - July 2005

(Best critique results ever at GACCE: Tiffany Fulmer, Exec Director)

- This was the best session I have ever attended at a conference. It is as important to be reminded and encouraged to do the things that make life better for community, staff, volunteers and me!
- Very effective speakers. Upbeat, energetic and straight forward.
- Much better than I expected, very sensible useful info. You definitely practice what you preach.
- Great refresher.
- Enjoyable & motivational! Time flew by!
- High energy presentation.
- Excellent presentation and comments - definitely worth while - good food for thought and ideas for improvement
- Amazing! Without a doubt they should be asked back!
- Great!
- The presentations were fast paced. Excellent program! Thank you
- Loved it - enthusiastic and motivational and very relevant! Thank you!
- Great Presentation!
- Great sessions! Good reinforcement!
- Very motivational and gave me a chance to look at our internal and external processes and communication.
- Thank you for an excellent presentation!

Advanced Leadership Program Comments

- After class, I realized how great it is to be enrolled in this course. Your presentations, stories, history and enthusiasm are awesome. I really can change some things at work and my personal life.
- I had a take away from every session. Look at group activities with a specific purpose to support the day's lessons.
- I realized I knew more than I thought and 9gs showed me how to put it to use. Bob, your caring & sincere approach allowed me to be more open ... it is appreciated!
- I do leave each class with greater energy enthusiasm and knowledge regarding the class components. Thanks for sharing your experience & knowledge with me.
- Wonderful group of instructors, great communication skills. This was absolutely beneficial to me personally and my business organization.
- Course was excellent and I highly recommend it. DiSC assessment is an excellent tool and I would like to incorporate it as an assessment tool for my entire staff. The techniques I've learned have already produced major dividends.
- I learned many new things from this particular class. Even though I have completed and graduated from many other leadership courses.
- A very enjoyable experience. Thank you for acting on our feedback on a weekly basis.
- Advanced leadership promotes focus on a company's most important asset - their people!
- Using what you learn here will improve any company, large or small.
- The most valuable skill garnered from this seminar is being compelled to look at everyday practices in the workplace and examine how we can "slow down" and improve existing practices, eliminate bad habits and "move on" towards the goal.
- Great program for me! Continual reinforcement is the beginning of improvement professional and personal life. Great!
- I thought the course was excellent! We all work in different work sectors, but I believe the input, interaction and shared experiences benefited everyone. It was truly motivating. Thank you!
- Program clarified what was in the back of my mind but not in complete focus. Course brought it all into focus. Great job!
- It's important to re-visit basic skills in leadership ... it refreshes you and brings you to the next level. . I enjoyed it very much... Thank you.
- I feel I've made some new friends, including you, Bob.

- This program put into words the things I have sensed are the best way to lead. Provided reinforcement, very interesting and entertaining.
- Great energy from presenters. Good use of breaks, "stretching" and music.
- Very motivating - positive comments and overview of each area.
- Great stories that add life and color to the class.
- Wally has a great presentation style. Very engaging. I really enjoyed the session!
- I could listen to him for days on any topic.
- Great job, thank you!
- Great! Great! Great! Very valuable, good take-aways!
- Excellent!
- Thank you.
- Hopefully this will help me to jumpstart a more balanced life. Especially physically.
- Great presentation. Enjoyed the self-assessment tool.
- Heightened my awareness.
- Once again great takeaways. I like the room setup and more interactive format.
- Great stories & experience sharing. Excellent ideas on how to utilize and start a mentoring program.
- Enjoyed the role playing scenarios - seeing each area utilized in "real" situations reinforces the coaching techniques/styles.
- I identified several changes needed in my existing approach which should be very beneficial.
- The role playing was excellent. The scenarios really reinforced the information.
- Ulli did great. I enjoyed her teaching style.
- Pete's experiences were inspiring.
- The coaching & mentoring session was very well thought out. The mentoring provisions, plans, forms, etc. Will be helpful to my organization as well as the coaching scenarios.
- Good session, good take always, great first question for gap analysis.
- Very relaxed presentation, good interactive session. Good job.
- Excellent. Provided opportunity to address real issues, receive independent/objective feedback, and analysis which result in recommendations for improvement.
- I like the one-on-one coaching sessions. Thanks.
- I enjoyed the interaction with the classmates and the opportunity to practice the coaching tactics.
- Great day! The coaching/coachee interaction was awesome! Thank you!
- Once again great take-aways. Good interaction and great experience with classmates.
- I found the coaching sessions to be most beneficial. The profile was also a useful tool.

- Every session I have learned something including this one! I enjoy the quotes of inspiration and will use my knowledge gained from the roles of coach and coachee. Great job as usual Bob.
- Many of the insights I forced myself to realize today are a culmination of the ideas and information culled from the earlier sessions.
- Great interaction today! Do more!
- I especially liked all of the group discussions. These helped to bring out new ideas and conversations that we may have not ever had a chance to do otherwise.

Boise Area Credit Unions - 2004

- Best workshop of the year for me! I want to make our organization better. I will be able to take this information back to the credit union and use it immediately. Thank you!
- Great!! Very useful and very easily understandable. Thanks!
- Thanks for the great information. Book suggestions were very welcome!
- Excellent. Thank you!

Pioneer Federal Credit Union - 2004/2005

- Bob's presentations are always enjoyable.
- I truly enjoy Bob as a speaker. He has a way of turning a mundane topic into a fun, effective topic. This is my second year of listening to Bob and I hope there will be future talks by him.
- Very interesting and entertaining.
- Very motivational!
- Very well done. The presentation was upbeat and very informative.
- I was very impressed with the use of humor versus the seriousness of the overall program!
- It was good, makes you face the things you put off.
- The presentation was fun. It's the type you don't feel like sleeping through or are watching the time go by.
- It will help me a lot at work and at home. It helped me find my strengths and weaknesses.
- Thank you for being here, very knowledgeable.
- You were great. I stayed awake.
- Very good, learned a lot!!
- Very good – keeps your interest. It is not boring even though quite long.
- Love the video clips.

- I appreciate the time you give to this program. I plan to use what I learned today to improve my task! Thanks!
- Thank you!!
- Very knowledgeable and interesting. Had a lot of good points about a busy work place. Entertaining – kept things moving along.
- I enjoyed this presentation very much.
- Very informative, interesting and entertaining. I didn't feel sleepy at all during the presentation.
- Thought it was very enjoyable and well help me to be more organized and productive.
- Enjoyed Bob very much. He was motivating, encouraging and down to earth. Thank you!

Florida Chambers of Commerce

“This is the best workshop we’ve seen in the 17 years I’ve been attending the conference. Great job!”

**Don Dalton, Chairman
Florida Association of Chamber Professionals**

"I recommend 9gs only to Chambers who are looking to soar to new heights. Enjoy an uplifting experience and bring home practical information you can use with staff and members your first day back!"

**Karen W. Maurer, Executive Director
Englewood-Cape Haze Area Chamber of Commerce, Inc.**

“Great seminar! Very enthusiastic – very specific ideas which are so helpful rather than generalizations. Thanks.”

**Gail Loefgren, President
Longboat Key Chamber of Commerce**

“Excellent. I appreciate the information greatly. I will implement many of these initiatives with “grace.”

**Melissa King, Executive Director
Greater Oviedo Chamber of Commerce**

“Great presentation. Lots of valuable information! Thank you.”

**Liliam Lopez, President
South Florida Chamber of Commerce**

“This was worth the cost of the entire conference!”

**Karen W. Maurer, Executive Director
Englewood-Cape Haze Area Chamber of Commerce, Inc.**

“Your team's workshop was excellent and I am sure all of us took away something we can immediately apply to our current positions. Keep up the good work.”

**Wes Larson, President
Putnam County Chamber of Commerce**

“I think the message is something all Americans need to hear to learn about the tenets of leadership and the core values we need to guide our daily lives.”

**Mike "Q" Quaintance, President
Chamber of Commerce of Cape Coral**

“The 9g workshop and survey follow up proved invaluable to our organization. It provided insight that will make our Chamber of Commerce soar to even greater heights.”

**Robert P. Bartz, President
Manatee Chamber of Commerce**

"In the past 49 plus years in the Chamber profession - I have attended hundreds of seminars but none were as informative as what you and your staff presented to us at FACP in July of 2004. I would attend many more of your presentations and urge all of my peers to do the same."

**D.J. Petruccelli, CCE, President
Greater Fort Myers Beach Area Chamber of Commerce**

"I found your workshop to be very stimulating and informative it enabled me to have a new outlook on life."

**Joe Alpine, President
West Pasco Chamber**

Idaho Credit Union Endorsements

- Very entertaining. Over the three years I have had to go to the annual meeting, this one was by far the most beneficial and entertaining.
- Best workshop of the year for me! I want to make our organization better. I will be able to take this information back to the credit union and use it immediately. Thank you!
- This was the best by far of all the speakers we have had for employee training day. I didn't find myself looking at my watch. Thank you.
- I learned ways to improve and better myself, not just for the credit union's benefit but for my own as well. Thank you.
- Clear, concise and entertaining content!
- I feel this is a very good tool for employees and management alike.
- Wonderful presentation! Very useful information.
- I feel this program has given me some ideas on how to make changes - positive changes - within my job. I think I finally realize that it may not happen overnight but we all have to start somewhere. Thank you!
- I like that you spoke to us - not down to us. Refreshing and positive.
- A very helpful, positive program. I hope to put lots of the info to use.
- I enjoyed listening to the 2 gentlemen that spoke. It was very enthusiastic and a great tool for learning how to better the credit union. Thank you.
- Thank you for this wonderful, exciting and energetic presentation. Focused on positive and personal responsibility by all of us for our success.
- The presentation was very good and very informative. Not only was it informing but entertaining also. They kept our attention very well.
- I wish I could work with you guys, it would make the day.
- Great!! Very useful and very easily understandable. Thanks!