

*Critique Results*  
*9g Enterprises Workshops*  
*2004-2007*

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

**>99% responded with "yes" or a more positive variant of "yes."**

**99%**

# Ithaca, NY - Feb 2007

- Motivational. Positive. More people in the organization could benefit from the information directly & hopefully it will “play it forward.”
- Time to solve some problems - I’m inspired to make our team better. Thank you for sharing your personal experiences.
- Truly valuable – enthusiastic speaker.
- I’ve learned not only to be a better leader, but a better person in my daily life.
- Motivational
- Go if you get the chance.
- This should be presented to everyone at the medical center.
- Awesome. Thought provoking.
- Great presentation on dealing with issues that seemed overwhelming! Great!
- Excellent motivator. Gives me a better perspective of how to motivate people and improve myself – life’s lessons learned.
- Very good and informative, enjoyed.
- Worth everyone’s time – thought provoking.
- Worth attending.
- I am here to listen – well done.
- Informative, a great refresher!
- Excellent.
- Good.
- Useful to help motivate all employees to assist communication up the ladder as well.
- Great, great help to my career.
- It is worth seeing.
- I think it was great and I would recommend anyone go to it!
- I learned to go for what I want in life and look at life a lot differently.
- Well worth the time.
- Did a good job focusing on key points. Emphasized need to translate these good ideas into practice. The information isn’t new but it is a great review with real examples.
- It was wonderful – very positive!

# Chase Paymentech - Jan 2007

- It was excellent - it really makes you think about your life (work and personal).
- Eye opening comments from survey!
- It was informative and educational.
- It was informative and fun!
- Motivating.
- Bob is an inspirational guy who clearly has a grasp on the big picture.
- Awesome!!
- Excellent reality check.
- Made me think – everything is possible.
- Beneficial.
- Very effective.
- It was excellent and I took away several points I need to work on.
- It was affirmation of all my current behaviors.
- Balance – get and maintain balance so you can enjoy work and life.
- A must see!
- Reality check in life; both personally and professionally.
- Powerful, motivational and “real”
- I would say that Bob brought to the forefront things managers at CP should be doing. We have a lot of the pieces in place in comparison to the national averages.
- Well worth the time.
- Puts proper perspective on personal versus work priorities.
- We need to spend more time with our people.
- A presentation that emphasizes the right things. “Integrity” “Selfless Attitude” “Giving away the credit”
- Helped me to reflect on those things which are important when it comes to leadership. I am anxious to put a list of goals together that incorporate what I learned today.
- Great speaker!
- Great. You’ll get a new vision for your management style.
- Prompts self-reflection. Fresh!
- A very good use of time... very motivating and informative.
- Touches upon areas that have already been covered, but in a different light... very effective.

- Extremely effective.
- Awesome!
- It was time well spent – most I already do and know. So this affirmed I'm doing things correctly – thank you!
- Very informative. Very good.
- Excellent.
- Bob was very motivated and knowledgeable. I'm taking all of next week off. :>

## Council Bluffs, IA - Jan 2007

- It was one of the best seminars I have attended in a long time.
- Excellent session to stimulate thinking and learn about & adapt to a simple model.
- It was personally motivating to me.
- Very worthwhile. Important for all managers and supervisors.
- Great presentations.
- Very worthwhile to spend the time.
- Pay attention.
- Good overview of effective leadership principles/practices
- Good use of time.
- Very motivational – gives you a new outlook on what doing at your present job.
- Pleasantly, it was not what I expected. As a “leader” in my company, there is not much direction on how to provide leadership. Very instructional on how to lead and motivate.
- Very informational – great affirmation of things I know and a reminder to do it!
- It was worthwhile.
- I think your presentation is a great mix of positive ideas and realistic expectations. So many books, presentations and etc. are either all positively or all negatively based. Your program was both. This is exactly what we need in our small business educational series.
- It was great!
- I learned how to be a better mentor, manager and person.
- Very beneficial.

- It was good.
- Thought provoking.
- Gave me good ideas.
- It was great.
- Very high energy/enthusiasm – very motivational.
- This presentation is great for any business person!
- You need to attend!
- Great!
- Well worth the time. I am glad I came. I am looking forward to the feedback!
- It was awesome!
- Very worthwhile. I plan to use it, starting today to improve my leadership.
- Much info in compact, concise format and timeframe.
- The audience was well-engaged and the content hit the mark.
- Very good. People need to see it for themselves.
- The presentation was very motivating.
- Great.
- Highly motivational.
- Full of great, useful information and some new ideas.
- Clear, practical, usable information to live by and promote to others for personal and professional success.
- Very worthwhile.
- Motivating and renewing! Bob was fantastic – energetic and humorous!
- Well worth the time!
- It was motivating!
- Really good presentation of the logical approach to success.
- Very energizing and motivating.
- Very good, motivational, made me think!
- Would be good for a first time supervisor.
- If you have an opportunity to attend, do so!
- Very uplifting, informative & thought provoking.
- Great – fast paced & “usable” (sensible) advice.
- Outstanding.
- Worthwhile.
- Bob is deeply invested in personal and organizational advancement. He walks the talk.
- I really enjoyed it.

- Very good!
- Awesome
- Good concepts & ideas.
- Good presentation, we should use it in our mentoring off our employees.
- It was really, really good. Lots of reminders and some solid new stuff.

# Lewiston Oct, 2006

- Knowledgeable presenter – caring person.
- Well worth it.
- Great info. Eye opening to how I need to improve – myself.
- It was new and interesting. Thank you.
- I'd tell them to attend any 9g speakers as I really enjoyed both sessions.
- Clearly a person that has led by example and has credibility. Much more interested in what he has to say due to this.
- Good one to attend.
- Very good framework to improve our human resources and management people's capabilities.
- Great presentation, very good organization of information.
- You need to attend.
- Good!
- Excellent.
- Good. Entertaining.
- It reinforced some things I already know and I picked up some other ideas and strategies I'll be able to use in my work.
- Helpful reminder of what I should be doing & practicing every day.
- Great!! Thank you!
- Pete has credibility and knows what he is talking about because he's been there, done that.
- Good training, useful and practical.
- Excellent content, very much enjoyed experiences shared by Mr. Caulk.
- Excellent, really liked the examples & experiences.

- It was a good seminar with a lot of practical information put in a way that was easily understood + you could see how it could be used in your business.
- Good ideas.
- Very much worth the time and money.
- Go.
- It was worth it!
- Great speaker, kept interest + involved the group. Good material.
- Interesting and motivating seminar. Speaker was very interesting. I would highly suggest anyone in a leadership role attend this seminar.
- Good for new supervisors, supervisor + candidates.
- They missed the best presentation put on in this valley in the most recent years.
- Fun, a lot to offer + use, not just for work, but in life, too.
- I learned some valuable info and liked the fact that there was a list of books that were helpful to the speaker.
- Great ideas! Love the succession Topic Valuable
- Practical
- Very worthwhile
- Valuable, worthwhile

## Fargo Moorhead, Sept, 2006

- Lots of good action ideas were given
- Great presentation – I want to attend the rest of the slides
- It was worthwhile, cant wait to go back and we get popcorn!
- It was well worth our time, informational, educational & some wonderful tools to use from this day forward!
- Great... Attend if opportunity presents itself....
- The best workshop I've ever attended.
- Good info. Implementation techniques will be helpful.
- It is a great mix of principle and application that's very usable
- Rewarding. Positive. Insightful.
- Excellent!
- I thought Bob was great. He makes you want to better yourself.
- Wonderful! I highly encourage attendance.
- Very good speaker, very good information, much enjoyed!
- It has motivated me to be more positive work and to make a difference.

Deal with those who are dragging the team down.

- I enjoyed it and would attend again.
- It was a great reminder of the attitudes that create a successful, happy life.
- I recommend it.
- It is a great course for anyone who supervises people!
- Great real world examples to backup key points. Inspiring!
- I saw many things I thought I knew in a different way.
- We need to make a meeting to share the information.
- Wonderful, helpful, inspirational
- It gave me a boost that came at just the right time to help me remember the things I can control like attitude can improve my days.
- Wonderful! Puts things in work and personal life back into perspective. Something everyone should take to heart.
- I really enjoyed it.
- Very effective presentation and useful information for creating positive change in the workplace.
- I didn't know what I was actually going to find out, but I'm glad I went.
- Wow!
- Well worth the time and very informative
- It was great!
- Very positive & encouraging. Like the optimism.
- Upbeat – like actual “real life” examples. Good timeframe.
- It was an outstanding presentation, by far the best!
- A good overview of leadership skills.
- Well organized, great “base” from which to add upcoming info.
- It was worthwhile and informative
- Educational, items to ponder.
- Well worth the time.
- Challenging and invigorating.
- Great speaker – helpful.
- Let's get this stuff implemented. Are you ready for a 1:1?
- Great speaker with a lot of wonderful insight. Has many great experiences to share with the group.
- Awesome use of time.
- It was great – showed what I am currently doing and what I can add!
- Great! Time well spent! Can we do this again?
- I learned a lot – self realizations. It would be beneficial to anyone.
- It was great! I think all our leadership should attend!
- I can't wait until the next one.
- I've learned to not judge people and to confront them.

- Very good.
- Well worth the time.
- Very useful info and entertaining also.
- Great concepts and ideas to implement.
- Very good use of my time.
- Presentation was informative.
- It was good. At least a little out of the box.
- You should have been there.
- It helped take the things you may have heard at other presentations and presents in an easier format to successfully implement.
- Great time – good ideas for myself and company as a whole.
- Great thought leadership = lots of areas to reflect and take action – I’ll pick one or two.
- Worthwhile, learned some things, good motivational morning.
- I enjoyed Bob’s attitude and self-empowerment approach. Growth is the key for everyone
- Well worth the time.
- Excellent – great material – good sense of humor balanced by serious material.
- Great reminder on how you should hold yourself accountable daily on all facets, recognition, team work, attitude.
- Excellent presentation – not too “high” or too “low” thanks!
- I really enjoyed it and felt I got a lot out of it!!
- It was absolutely wonderful down to earth, very real. Everyone should experience it!
- Made you think.
- This was awesome!!
- Good reinforcement to take action.
- Very good.
- Great points, excellent topic for me personally and professionally.
- Go see it.
- Great!
- Awesome!
- Good/educational
- Excellent. Made me think! The three hours flew by.
- You should go next time.
- It was excellent!
- I think I would request more people from our company could attend with me.
- I wish you had been here – effective use of time.

- Informative, Inspiring, motivated to implement
- I enjoyed his experiences and how they may be used to re-evaluate my work environment. We need to make some changes!
- Definitely worthwhile for anyone.
- It was amazing! I'm ready to change the world – starting with me!
- Great ideas!

## **MCCE (MN) Sept, 2006**

- Great!
- Excellent – I would love to have Bob present at our Chamber.
- I hope I can afford to bring 9gs's to Faribault next year!
- Great but could have been better.
- Fabulous.
- This program was an eye opener to what staff really thinks. I enjoyed the communication style of the presenter incorporating facts, personal stories with his thoughts on leadership development.
- Good presentation, easy to listen to.
- I would like to have you facilitate my chamber retreat.
- I would suggest this topic.
- Excellent job.
- Very well done.
- The presentation helped me to set some goals and realize that most chambers are in the same situation we are.
- Excellent! We need to implement changes in various areas.
- Bob is very knowledgeable and motivational. Easy to understand and direct hands on information.
- Sign Up ! Go!
- Interesting, engaging.
- Excellent, fun, informative!
- I found Bob's presentation to be very motivating and inspirational.
- Good material information. Good message. We need to pay more attention to our team.
- Thank you!!

## **Lynchburgh August, 2006**

- This was one of the best seminars I have ever attended. Very useful information. Thank you for an enjoyable morning.
- Motivating, inspiring
- It was very motivating and excellent use of my time. The materials will definitely be incorporated into my leadership style.
- Excellent, energetic
- Confirmed I'm on the right track
- Extremely productive
- Great
- It was great! Useful information – we need to execute.
- Excellent seminar for new to seasoned managers
- It was a great experience.
- It was informative with a positive twist.
- Great, useful, thoughtful information for managers and leaders.
- Much better than I expected.
- Excellent presentation that challenges you to rise above ordinary and focuses on personal responsibility.
- Great speaker for our annual retreat.
- Integrity, mentoring; story telling
- Great use of time – if everyone attended or at least could get part of this, life would be better.
- Great motivational speaker – picked up a few gems
- Excellent, energizing, motivating!! Very well presented. Bob is dynamic and a great speaker.
- It was very informative.
- It was useful & enthusiastic.
- Excellent – good quick tips and reminders.
- Very thought provoking
- Enthusiastic, positive approach to looking at our environment.
- It was fantastic - not to be missed.
- Bob is a great presenter – keeps it simple.
- It was a great presentation.
- Treat people correctly, accountability is wanted.
- Excellent presenter; good material. Some new/ some refresher.
- I wish our CEO could have been able to attend. Interesting points were made.
- Very informative – I recommend it for other offices.
- I thoroughly enjoyed myself. I feel motivated to affect positive changes.
- Very good. Bob was enjoyable presenter.

- This was a great presenter! The message was filled with useful info.
- Strong reminder of steps to make organization more effective.
- Invaluable, informational seminar that will lay necessary foundation for better leadership.
- Very good information for all businesses.
- It was great & worth the time.
- Energizing; great reminders!
- Valuable tools, humor, empowerment to approach situations.
- Not what I expected; learned some things about “self” and to stop worrying about everyone else in my company. Focus on myself & my performance & attitude.
- Very enthusiastic. Informative.
- Great and very motivational - puts a lot in perspective.
- Very informative and useful.
- It was refreshing & provided a wonderful opportunity for self-reflection.
- It was a great presentation. Great stories and lots of good ideas for improvement.
- Excellent & Motivating
- Great
- Excellent reminder of solid leadership practices.
- Very informative, fun, positive experience.
- Excellent overview
- Touched me regarding a mentor I lost. Good presenter. Admire your ability to be good & positive despite your challenges.
- Good subject/great presentation.
- Great – very informative/interesting.
- I could really relate to issues discussed. Accountability is a hot issue at the office.
- Good refresher, some new ideas, great entertainment.
- Worth time spent - enlightening.
- It was very informative and interesting.
- Excellent investment of time.
- Go see it.
- Motivational.
- Great job.
- Entertaining, good subject matter, excellent resources and tools to take back to work.
- Very informative.
- Awesome.
- Good basic information all organizations need to adopt and follow.

- It was motivating.
- Great – A comprehensive look at key elements in dealing with others.
- Good use of time.
- Excellent ideas for improving our organization.
- Very good.
- Excellent.
- Worth the time.
- Great stories that get the point across.
- See it!!
- Every manager and team leader in our company should take it.
- Laughed/fun/great slide presentation. Use of real people made a difference!
- Impactful!
- Wasn't boring. Hit a lot of items that are useful to my job.
- Reinforcement of things we believe in my department.
- It was great and I learned a lot about the work area.
- This was a very informative and entertaining conference.
- Recommend! Focuses on real world environment and tools for success.
- If Bob comes back, you should definitely attend.
- Inspirational, great content! Original material and I would highly recommend you to go if you get a chance!

## **FACP July, 2006**

- Great presentation & speaker
- It was great!
- I learned a lot...I hope our chamber team all takes a personality assessment.
- Regular personality assessment will save you and those you lead or are in relationship with, every area of your life – DO IT! Call 9gs.
- Effective
- Very informative, would highly recommend this speaker!
- Provokes thought about your own skills and attitudes about leadership
- Good information
- Great information + very interesting case studies for us to work on.
- Good info, group interaction was useful, especially for best practices ideas.
- Good material that made me think about handling personnel matters.
- Great, relevant material.

- Fantastic topic.
- Excellent.
- Well worth your time.
- Great info re: mentoring program.
- It's great – intend to implement a formal coaching program w/staff.
- Well-focused presentation with lots of practical tips – on valuable topic(s) – survey results were great.
- Puts you on the right track for taking the steps to become a leader & mentor.
- I left with several new approaches to dealing w/staff, board and community leaders.
- Good information – reinforcement.
- Knowledgeable about topic.
- Very helpful! Lots of info!
- Great presentation!
- Informative – great ideas.
- 9G's always good.

## **ICEA July, 2006**

- Worth the time and commitment
- Good presentation and excellent refresher on fundamental principles
- Very enlightening. Reinforced some of the good things I do and reminded me of the not so good
- Good program (for an ND guy) made me think
- Great time
- Very energetic and engaging
- Good insight into evaluations and perspectives on team and people management
- Really enjoyed it – super
- Excellent program – should include all the Chamber presidents
- Most excellent
- Energetic, good info
- Engaged the audience and involved what Chambers go through
- Very informative, can be applied to any type of organization
- It was great, you should have been there.

- I stayed awake. The presentation was interesting and I will use the information at my chamber
- Energetic and informative
- Well worth it, I learned a lot
- Worth attending
- Hire them for your company
- Uplifting and energizing
- Outstanding
- Very useful for executive, check it daily
- Exceptional presentation. Good mix of theory and examples.
- Very worthwhile.
- Must attend the next opportunity.
- Excellent, interesting.
- Outstanding.
- Great presentation, I would like a copy of your mentoring program.
- It was mind-opening!
- Great ideas/knowledge about coaching (and mentoring).
- Case studies were very helpful. Appreciate the forms in the back.
- Valuable.
- Got a lot out of it\_\_\_\_\_
- Excellent information-made me realize what I'm missing from our leader and some strategies to fill the gaps
- It was very informative and useful.
- Good presentation. 9g offers good take aways and concepts to be used in many career areas. Great job.
- Good ideas for developing our people resources.
- Very sincere – real life examples make a lasting impression. Great job.
- Very useful, made me feel very connected and like I can make a difference.
- Very motivating.
- Very thoroughly covered on subjects of coaching & mentoring.
- Solid.
- Great. Should have been there.
- Useful information...enjoyed the focus group discussions.
- Very well done. I learned a lot.
- Excellent.

# IACCE July, 2006

- Exceptional presentation. Good mix of theory and examples.
- Very worthwhile.
- Must attend the next opportunity.
- Excellent, interesting.
- Outstanding.
- Great presentation, I would like a copy of your mentoring program.
- It was mind-opening!
- Great ideas/knowledge about coaching (and mentoring).
- Case studies were very helpful. Appreciate the forms in the back.
- Valuable.
- Got a lot out of it\_\_\_\_\_
- Excellent information-made me realize what I'm missing from our leader and some strategies to fill the gaps
- It was very informative and useful.
- Good presentation. 9g offers good take aways and concepts to be used in many career areas. Great job.
- Good ideas for developing our people resources.
- Very sincere – real life examples make a lasting impression. Great job.
- Very useful, made me feel very connected and like I can make a difference.
- Very motivating.
- Very thoroughly covered on subjects of coaching & mentoring.
- Solid.
- Great. Should have been there.
- Useful information...enjoyed the focus group discussions.
- Very well done. I learned a lot.
- Excellent.
- Worth the time and commitment
- Good presentation and excellent refresher on fundamental principles
- Very enlightening. Reinforced some of the good things I do and reminded me of the not so good
- Good program (for an ND guy) made me think
- Great time

- Very energetic and engaging
- Good insight into evaluations and perspectives on team and people management
- Really enjoyed it – super
- Excellent program – should include all the Chamber presidents
- Most excellent
- Energetic, good info
- Engaged the audience and involved what Chambers go through
- Very informative, can be applied to any type of organization
- It was great, you should have been there.
- I stayed awake. The presentation was interesting and I will use the information at my chamber
- Energetic and informative
- Well worth it, I learned a lot
- Worth attending
- Hire them for your company
- Uplifting and energizing
- Outstanding
- Good
- Very useful for executive, check it daily
- Must be involved.

## TEDC July, 2006

- Best I have ever been through!
- Excellent program and speaker
- Presentation great – need to see how we get to the community.
- Good presentation & speaker – need to suggest to other groups.
- Well worth the time
- It was very useful, helped me as I assemble my team.
- Great presentation style – very engaging.
- Organizational Excellence is a leadership issue based on respect.
- Very entertaining as well as helpful at reminding us how to more effectively lead an organization.
- Inspiring
- Outstanding
- Uplifting

- Great & very useful
- One of the best I've ever seen!
- Terrific top level overview regarding keys to management and personal success.
- Bob was very engaging.
- Very good.
- It enriched my life and grew me professionally.
- Absolutely one of the BEST leadership presentations I have ever attended.
- Really enjoyed the presentation!
- Worthwhile.
- Excellent! Very effective & useful.
- Very motivating
- It was a great presentation
- One of the best we've had at TEDC.
- Great presentation with excellent presenter.
- During the break I called our city secretary and said this guy is awesome. Wow!
- Good material - useful – left with ideas and actions
- Good presentation.
- A must for all organizations.
- The survey was good and Bob's 9g presentation was great!
- Bob gets it and his recommendations are right on.
- It was great, helpful, important, and a blessing for the timing in my life with a new job change next month.
- Absolutely fab – we need more presentations like this.
- Good ideas and good reminders of things we know we should do but don't take the time.
- Excellent, very helpful and informative
- Very good and I would recommend it.
- Excellent presentation of leadership principles done in a very engaging way.
- Bring him to your organization and attend the presentation.
- Easy to listen to and learn from; would love to have bob come to Levelland!
- We have so many opportunities.
- Excellent opportunity to focus team.
- Attend if you have a chance to; causes growth in leadership skills!

- Outstanding
- Look into finding a way to hear presentation.
- It was timely. Our overall scores from the survey per “balance” proved the need for “VOS”!
- Very comprehensive.
- Outstanding
- Excellent
- Energizing
- Gave me a lot to think about.

## Tri-Cities, WA - May 2006

- I can't believe I'm putting this down but this could be longer.
- Motivating – I can't wait to go back to work.
- Great instructor, too bad that the people who could benefit from this information don't realize it.
- Live life today – hair on fire – on the table and balance.
- It's a great overview of org development.
- I learned a great deal about applying common sense to leadership!
- I feel I can be more effective leading my team. I will use a lot from this program.
- Eye opening!
- Awesome! Wish you could have been there!
- Well worth the time.
- Helped understand refreshed purpose.
- Very good. A lot of information quickly.
- Great! It was a great reminder to remain or sustain who or what I want to be.
- Inspiring, focused, on-message. Good to have there community conversations dialogue!
- Excellent presentation.
- Excellent & informative and motivating.
- It is a great affirmation of the good stuff I get routinely from my company.
- That it was good! I got a lot of wisdom out of this and having the videos of your friends really made an impact.

- The messages are practical & useful on a daily basis.
- Excellent ideas – we need to add to management.
- Great presentation of information on teamwork accountability and integrity!! And not just for management/leadership.
- Well worth my time.
- Enthusiastic!
- Live like today is your last day.
- Great! Renewed my spirit.
- Thank you! I learned so much!
- Motivational leadership speaker with great tools.
- Go if you have the opportunity.
- Thanks a lot. It was great.
- Very well done!
- Excellent speaker, subject is very appropriate and presented in a positive way.
- Very good.
- Bob was an excellent speaker with good message.
- Very well done... motivating!
- Inspiring to action.
- Wow, you need this.
- Very motivating.
- Remember to celebrate.
- It was great – I am glad I attended.
- A realistic approach to helping individuals and organizations improve.
- Extremely timely & a blessing for me personally.
- Great!

## Tomkins County/Ithaca - May 2006

- Very involving.
- Time well spent.
- Excellent, witty presenter with important content offered.
- I loved it. Inspirational and gave me guidance in my weaker areas.
- Reinforced a lot of things we know and believe, and it was useful to us as a consulting practice.

- It was excellent – great motivational tool to do better and be better not only in business but personally.
- Well put and thought out.
- Very motivating. Humor is such a great method! And, thank you!
- Fun, interesting and informative.
- Good life principles to follow.
- It brought to the forefront that you can do whatever you put your mind to with a positive attitude. I forget that a lot!
- Bob does a great job.
- Excellent.
- Entertaining presentation that makes you really think.
- In order to motivate the employees, we need to recognize and reward the employees, letting them know their input is important to the company.
- Energized, common sense, entertaining, useful, wondering not it really will work in my company – not empowering, difficult to make change.
- Mindful, inspiring. Thank you!
- An energizing presenter who made the presentation personal – really enjoyed and was moved by some of his anecdotes. Great humor!
- Outstanding!
- The most enthusiastic thing I can think of!
- We had a great time and I “rejoiced!”
- Excellent presentation.
- Nice overall presentation, thank you.
- Helpful, good.
- Useful reminder helps me prioritize the things I may forget to do well each day with my teams. Confirms some things I believe I do well.
- Good opportunity to review what you know in context of your organization and focus on areas personally and organizationally what need to work on.
- Very informative. Enthusiastic speaker. Passionate about this subject.
- Great presenter.
- Great presenter! Very motivating confirmed in me some of the obvious issues at work and how to deal.
- It was useful.
- Speaker was exceptional. Made presentation very interesting.
- Very worthwhile.
- It was worth my time. Reinforced many good points.
- Find a 9g seminar and sign up for it!

- Very, very good.
- Great leadership training – hopefully help jazz team up.
- OK for refreshing your knowledge.
- Make sure you sign up for the next time he is in town.
- It was very informative.
- Was most worthwhile on both a professional and personal level.
- It was interesting.
- Well worth my time and will recommend it highly.
- Time well spent. Excellent!
- It was great.
- It was fantastic, upbeat and enjoyable. Thank you Bob!
- Great, funny and realistic. Thank you Bob!
- The energy and enthusiasm was infectious! One of the best I have ever attended.
- Well worth the while!!
- Vosburgh is an excellent presenter.
- It was great – very helpful for how we can improve.
- Enjoyed presentation and was able to take away useful information.
- This presentation is an absolute must for managers and anyone in a leadership role. In fact, it would be great for anyone.
- Excellent presenter.
- Very interesting.
- Both the speaker and presentation were great!
- Motivational and entertaining presenter.
- It was great – you should have been there.
- It is always a great reminder and helps me to refocus and get back on track when things get so busy.
- I enjoyed it greatly and now have better tools to become a better leader. I really enjoy my job but feel after today I can help my employees also feel the same. Thank you!
- Reinforcer of knowledge for senior management. Motivational.
- Good investment, good starting point.
- It gave some insight into some organizational opportunities within our community.
- Excellent program to help “teach” leadership.
- Very motivating.
- Excellent presentation. Great speaker. Excellent use of time.

- That there are other local companies (business leaders) who should have attended.
- A highly energetic and informative presentation!
- Worth the time.
- Great life stories that sink in.
- It was well worth my time.
- Good, brought awareness.
- Great role model.
- Great motivational speaker. He breaks down self, team and atmosphere.
- You should have attended!
- Go hear Bob speak, great motivational speaker, understandable material and easily relates to any leadership role.
- Appreciated the motivational aspect of the presentation. Good, concrete reminders of things that we are knowledgeable of but may not be as aware of on a daily basis.
- Go see it!
- It was informative and funny.
- It was very good, informative and interesting on the topic at hand.
- Very positive, very thought provoking. I need to stop delaying about accountability.
- Lively, fun, reinforced much of what we know, but I think some focused “problem solving” would have been helpful, especially on a topic that emerged as potentially difficult in this county. Excellence, but workload out of balance.
- It was informative and useful for applying to our organization.
- Excellent, upbeat and positive. Practical and user friendly.
- Excellent reminder of priorities.
- Great ideas that will help me become a more dynamic and effective leader.
- Good messages, not a lot of strategies to meet the messages.
- It was good.
- It was great, I could have listened to him all day.
- Attend if you have the opportunity.
- Awesome!

# Community Leadership Association - April 2006

- In the years of attending this is, by far, the most interesting and educational seminar. Thank you!!
- Good – positive materials – ideas.
- Forces you to refresh your thoughts on the importance of leading vs. managing people.
- Very engaging – good stories.
- Great, entertaining but informative. Kept my interest!
- It motivated me.
- Great.
- I need to set the bar higher.
- I'll tell people they should have attended it.
- This workshop gets people excited about leadership courses.
- Fun, inspirational, very competent speakers, liked the handouts.
- I loved the mix of presenters, Power Point slides, videos, jokes with serious, professional and personal anecdotes.
- Excellent! No suggestions.
- Very energizing, great leadership suggestions, makes me want to live with my hair on fire!
- It was good. Add even more stories.
- Very well done. Reinforced many of my own ideas and gave me some new ones. Reminded me of things I should do more of! Some really key ideas.
- It was great – useful & fun.
- Great stories. Good time spent.
- Makes you think about positive leadership ideas.
- Excellent, well worth the time! There were some new things learned, however, the real gain is/was the reaffirming of things I know and don't do or have forgotten.
- It was a positive experience and reminded me of key things I need to do consistently to be an effective leader.
- All managers would benefit from this program.
- It was a good refresher provided with lots of enthusiasm.
- It was very insightful.
- It was great! It reinforced things I thought and believed to be right.

- I feel refreshed and renewed.
- People need to see this workshop!
- Excellent – useful.
- Great relevance for some current issues.
- Very insightful way of approaching organizational excellence. Great Power Point. Interesting viewpoints not often heard.
- Informative.
- Awesome.
- Enjoyed the presentation, pulled together info that had been covered in a variety of other forums. Would recommend to others.
- Personal stories have great impact.
- Great session, powerful impact.
- Well worth my time.
- Good reinforcement of the concepts that we all should know about valuing yourself and others.
- Excellent – great ideas and models for leadership. Thank you!
- Very good.
- I'm glad I took the time to attend.
- I just hired a new employee and this presentation will help me keep him and help me work with him to grow. It was EXACTLY what I needed.
- Clear, concise and with reinforced stories. The military knows leadership.
- This was great.
- This reminded me of many things I knew, but forgot to implement due to being very busy. I will remind myself to do these things.
- It was awesome! I really enjoyed learning about Leo – great life lessons!
- Reminded me of the power of informal positive reinforcement.
- Very inspiring. I love the Leo story. Stories made the presentation.
- It was outstanding w/meaningful information. Very useful, practical.
- Very good presentation.
- It was great! Like to go back.
- Very informative and I was able to relate to subject.
- I learned valuable tips and sayings that motivated me to adapt to going forward in my workplace.
- Refreshing - common sense outlook on real life.
- Great – good reminders for creating good work atmosphere and employee motivation.
- Motivating, recharged my energy.

- Inspiring.

## Smiths Aerospace - February 2006

- Kept my attention at all times. The best presentation I've ever been to.
- Nicely done, the company will profit from this.
- Great job, very motivational.
- Could you come work for us?
- I learned a lot, honestly thought this was going to be a snoozefest. I liked seeing the opinions of others, makes me feel like I am not alone.
- My perspective has been enlightened. I'm better equipped to deal with issues and tasks.
- Would like Bob to come back after 6 months and redo the survey. A year is too long as people will lose sight of goals!
- I feel Bob did an outstanding job. He opened my eyes to a new way of looking at my life and my job.
- Empowering. Thank you.
- Very, very good. I'm anxious to see what comes out of it.
- I truly feel inspired.
- Come back and keep us fresh and up to date so we won't forget.
- Great presentation. Appreciate the emphasis on positive attitude and ethics. This is the most important aspect of business in my opinion.
- Great presentation.
- Good, come back.
- Very good presentation. Speaker is an inspiration to what can be achieved in life, and effect all can have.
- I applaud the company.
- Great session. Really enjoyed presentation and speaker.
- Honest and pertinent. A good "stake in the ground" start for us.
- Great speaker, kept interest in presentation.
- Excellent presenter – not boring – material invoked some humor, maintained overall interest. Motivating! Great for reality check and ready to hit it!
- Very interesting. Excellent speaker. Highly recommend him for future meetings.

## 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 points, 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.
- 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!
- 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.
- Tremendously exhilarating. You guys really know your stuff! So effective to compile responses of the organization!!
- 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.

# Cottage Grove Chamber - October 2005

- One of the best presentations I have ever heard.
- 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.
- 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.
- 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.
- 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.
- 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.

## Credit Union Association of NM - October 2005

- Great presentation!
- Great job.
- Really enjoyed your presentation. Very informative and interesting...
- Overall an excellent presentation.
- Thanks!
- 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.
- 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!
- Excellent content, very uplifting and motivating.

- Very enjoyable! Helped me to put a lot of things in my life in better perspective.
- Very “down to earth” and very good!
- 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!
- Enjoyed the optimism/attitude. I will take back and use 2-3 of these items today!
- Extremely motivating – great practical ideas!
- Very inspiring... look forward to this afternoon.
- Excellent, good pace, sincere, intelligent.
- Best seminar I’ve been to yet! Thanks.
- Loved the personal stories.
- Excellent presentation! Your enthusiasm is contagious!
- Great presentation. Excellent material.
- Great way to start the week!
- 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.
- 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 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.
- Bob was really fun and obviously very knowledgeable. I would like to have him work with our organization in a more interactive format.
- Wonderfully dynamic speaker! Thank you for making the presentation available to us. I look forward to reading the book.
- 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.
- 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!
- Bob's presentation was remarkable.
- Great – Would like to attend more seminars given by Mr. Vosburgh.
- Very informative speaker, best I have been to.
- 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.
- 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.
- 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 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.
- 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
- 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.
- 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!

- Anxious for the next session.
- 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 facilitators – I'm looking forward to the rest of the sessions. Thanks! (The 1-on-1 feedback was also very helpful.)
- 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!
- 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.
- 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 roll 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.
- Interested in info about potential keynote speaking.
- 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

- Very engaging, enthusiasm, great sense of humor.
- Excellent Presentation
- Excellent presentation and speaker. Everyone should listen to Bob.
- 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 get back to balance. Thank you. Content great ... knowledge comes through thought and action. I will be more knowledgeable only if I act on this.
- 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.
- Fast pace with a great deal of information - loved it! Great life experiences.
- Great presentation. Thanks.
- 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!

- Great pace, mix of humor enjoyable, lots of fun!

## 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.
- Excellent!!!!
- The presentation was excellent!
- Great presentation! Humor added to the effectiveness. Thanks.
- Great program!
- 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 Loeffgren, 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 like that you spoke to us - not down to us. Refreshing and positive.
  - 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 unde