



July 30, 2007

Lisa Koss, Principal Consultant  
International Advantage, LLC  
23425 N. 39<sup>th</sup> Drive, Suite 104-7  
Glendale AZ 85310

Dear Lisa,

Thank you for the quality work that you and your colleague did at Heifer International. We needed expert consultant-facilitators to identify and prioritize areas of opportunity in our division and then to design and facilitate a retreat for us to solve issues together.

We achieved all of this and I am extremely happy with the results. With your guidance, we were able to resolve a number of past "sore spots", achieve our main objectives and build bridges between our diverse departments. In addition, I received candid feedback. Your attention to my unique circumstances left me feeling 100% supported as a leader and your personal coaching made a difference in the outcome of the event.

The staff was so impressed with how you fit into Heifer, and that's a major statement since this has not always been our experience. The key ingredients were your ability to really listen and tailor our experience accordingly, and in doing so allowed "Heifer to remain Heifer".

I continue to hear a "buzz" about how good people feel after the retreat and the CEO is now looking forward to attending our next retreat. In addition to the great improvement of morale that resulted, I am delighted that the division remains solidly behind the decisions that we agreed upon since the retreat. That makes my job moving forward so much easier.

Sincerely,

Tanya Wright  
Senior Vice President  
Heifer International