



from Patti Barton [bartpatj@nmhcare.org](mailto:bartpatj@nmhcare.org)  
to Jeri Mae Rowley <jerimae@gmail.com>  
date Tue, Jan 5, 2010 at 3:39 PM  
subject RE: testimonial

Jeri Mae:

When I heard you speak at the MHA State Convention I knew you would be the perfect trainer for the nurses and ward clerks on my team. We were in the process of changes and needed a training experience that would pull the team together, give us a shared language, and encourage us through the challenges of constantly forming, storming and reforming.

Our staff at Northern Montana Hospital very well received your half-day seminars on "TeamWork Works". They thought you were wonderful as a person, energizing as a trainer, and that you presented complex information in an engaging and memorable way. Needless to say, you made a lasting impression. We consistently use some of the phrases we gained and embraced during your seminars. In fact, I have some posted at the nurses station:

- "Synergy...Synergy...Synergy"
- "Forming, Storming, Norming, Performing! Where are we today?"

Your activity to get us to agree on "What's Not Negotiable" has had a powerful/positive impact on the performance and behavior of a number of the nurses who really needed to hear that message.

As nurses who spend our day "on the move," it was also wonderful to have a 3-hour seminar that included a variety of learning processes. You got us up, working in small groups, watching movie clips, and participating in the "raising the bar" activity. We were all fully engaged and learning throughout the seminar.

Your commitment to the hospital getting a true 'Return on Investment' for our training was evident throughout the process. After extensive conversations with my Director of Nursing, and me you surveyed all the employees participating in the training. The results of the surveys were incorporated into your seminars. It gave participants an opportunity to be actively engaged in designing the training and influencing the discussions. They "owned" the learning event.

Then, you provided "Get a Higher Training ROI" for all supervisors and leaders to help them appreciate the important role they play in getting training to transfer to the workplace. The supervisors are still using the language and lessons from that training as we develop and deliver training at the hospital.

Another very unique service you provided was follow-up to the training. Past trainers have come in, trained, and left. In addition to great handouts and resources presented during the seminar, you followed up on the training with detailed notes of what we had discussed and agreed to during each sessions. And you provided supervisors with tools for sharing and reviewing the "not negotiables" and "ground rules."

Jeri Mae, I enjoyed working with you. You are caring and reliable. When you said you'd do something: "I'll call you..." "I'll send you..." "I'll do this by..." YOU DID IT as promised. This is an admirable trait. Thanks for being an active, positive part of my life while I am learning to become a more efficient and positive director.

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