

To
Jerry Quintana, Vice President
Department
Marketing Communications & Education
From
Eastern Region TCS Team
Department
Eastern Region
Subject
TRAIN THE TRAINER TCS SESSIONS

To: Tom Yarnall
C.E. J. Stephens
Permanel
File

Date
April 22, 1991
Location
Blue Bell, PA
Telephone
(201) 771-5223
Location
Berkeley Heights, NJ
cc
G. Gazerwitz

During the week of April 8 our team, along with like teams from the other geographical regions in USIS, went to Lisle and partook of an intensive dose of TCS as delivered by the capable people from Esprit.

During the following week (April 17, 18, and 19) our team facilitated a similar session in the Princeton area for LOB and CSS District Managers and CTS Area Managers.

This proved to be quite an undertaking in several respects, not the least of which were comprehending and then delivering the subject matter, and the size of the logistical undertaking. That we were able to do it at all is due in large part to Tom Yarnall of your Princeton staff. Without Tom's guidance and unfailing ability to resolve problems of every description we could not have gone ahead with this program.

Thank you for making Tom a part of the team, and many thanks to Tom for his help and positive reinforcement.

Eastern Region TCS Facilitation Team

Tim Byrne
Russ Keller
Mike O'Hara
Joe Zeller

/jml

Great job!
Jerry Quintana