

**From:** Lovely, Emil  
**Sent:** Tuesday, March 10, 2015 10:55 PM  
**To:** Marinaro, Michael; Barnickel, John, RVP  
**Subject:** RE: CS service excellence workshop

Mike,

Thank you for your support and investment in this critical initiative! I also wanted to share with you feedback which I received from Troy Easter (CS Los Angeles). There is a very fascinating segment of Bobby Fried's workshop in which he invites the participants to share their personal journeys and key life changing events which ultimately propelled each one toward their chosen destinies. It was during this session of reflection the group was transparent, vulnerable, humble, honest and open! Bobby carefully helped us to transcend, race, politics, ethnicity, religion and social economic lines to really connect with one another.

**We went beyond engagement, we connected!** So for Troy Easter, Tai Gordon and myself, as we share similar diversity backgrounds the importance of connecting and sharing in a small workshop like this one is highly invaluable. Through the leadership that both you and John have established for our area and region, our team has embraced a culture that respects and values employees and customers of all backgrounds despite their ethnicity, race, politics, religion and socio economics.

I also wanted to personally commend John on his sincere engagement and presence during the entire meeting. John's engagement was key and essential to the overall success of this program! Thanks John!