

From: "Childs, Brady" <brady.j.childs@medtronic.com>
Date: March 10, 2015 at 2:07:37 PM PDT
To: "Barnickel, John, RVP" <john.barnickel@medtronic.com>
Subject: CS service excellence workshop

Hey John,

I just wanted to follow-up regarding the CS service workshop a week ago. First of all, thank you very much for authorizing that and creating a great opportunity for us. I walked away from the workshop supercharged to make myself better professionally and personally. Since I started working for Medtronic in June 2014, I've felt like I've been set up for success-that Medtronic has provided me with the necessary tools to be the best I can. The service workshop was one more example of that.

A few things stand out from the meetings that weekend. First are the amazing people I get to work with. From management down to my fellow CS's, we have some great people on our team. The numerous stories we heard are evidence of that.

The second topic that stood out was the conversation about goals. I realized that I had set more objectives rather than defined goals. I came away from that determined to set more defined goals; to hold myself more accountable to achieve specific, time-sensitive goals.

The third topic I got a lot from were the conversations I can have with my sales reps to help them get to plan. I see that as a great way to build trust and build my skill set.

Again, thanks for the opportunity for professional/personal development. I see that weekend as a big success.

Here's to a great finish to the year!

Brady Childs
Clinical Specialist CRHF-San Diego