



Tom Barrow Co.

2800 Plant Atkinson Road • Smyrna, GA 30080 • 404-351-1010 • 404-350-9121 Fax

Bill Wagner
Accord Management
1459 E. Thousand Oaks Blvd
Bldg G
Thousand Oaks, CA 91362

Dear Bill,

I want to thank you and the team at Accord Management for the work you have done with Tom Barrow Company. Let me walk through how we have been impacted:

- Through your book we were introduced to the various personality types.
- Through our surveys we learned about ourselves, our jobs, and where we need to “manage the gap”.
- Through the 360’s each of us received candid feedback on our strengths and development areas.
- Our workshop with you put it all together and got everyone on the same page – a common understanding and “language”, if you will.
- Lastly, your participation and assistance post-workshop have been key in keeping the process alive.

Myself and others have been particularly impressed with the effectiveness of Personal Action Plans. In some cases we saw immediate change in behavior after the workshop. For others, the new behaviors are evolving over time. Our intent is to keep working, and to weave the tools we have learned into the culture at TBCo.

In sum, our experience with Accord has been overwhelmingly positive, and we look forward to reaping the benefits this year and in the years to come.

Best regards,

A handwritten signature in black ink, appearing to read 'Tommy Barrow', with a long horizontal line extending to the right.

Tommy Barrow
President
Tom Barrow Co.