



MARITZ® PERFORMANCE IMPROVEMENT COMPANY

1400 SOUTH HIGHWAY DRIVE / FENTON, SAINT LOUIS COUNTY MISSOURI 63099 / (314) 827-4000 / Fax (314) 827-3230

To whom it may concern:

I have had the privilege of working with Jan Niehaus over the last few years in the development of training programs for Maritz clients and a major internal training project. In short, I have the utmost respect for her as a training professional, as a writer and as a businessperson. The following recap best summarizes my experience in working with her:

As the lead designer and writer for the Maritz Account Manager Development Program, Jan presided over the creation and execution of a training system that had significant impact on the company. It was a monumental effort that resulted in more than two weeks of intensive facilitated course work, interactive experiential exercises, computer-based training and self study modules. Jan's performance on this project was exemplary. She led the process, developed the system high-level design and some of the detail designs, supervised a staff of writers and designers and assisted in the execution of the program.

The project was considered to be a complete success by Maritz management and valuable investment for the company.

On a personal level, I always have found Jan to be extremely driven in meeting obligations with an uncanny ability to survive under extreme pressure. She was always direct and straight with me and I could count on her to do what she said she would do. From all angles, working with Jan was a pleasure.

I would not hesitate to rehire Jan for a training assignment or, for that matter, for any creative project.

Sincerely,

Oliver Richards III

Vice President

Maritz Performance Improvement Training

OR/bv