



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND

MAY 17 2006

Sir/Ma'am,

As we like to say in the military, "bottom line up front," Christie is awesome and extraordinary.

Christie is an exceptional teacher. Her extraordinary skills enable her to translate complex concepts, ideas, and realities into languages and parables that are easily understood by all. She imparts messages through stories that capture and hold the participants attention. We measure her effectiveness by evaluating our team members' performance after participating in her classes. I am happy to report that the skills gained as a result of Christies work enabled out team to achieve a 68 percent increase in efficiency with dispute resolution, communications, and labor relations. She uses what I like to call the, "show me, tell me, and involve me," approach to achieving comprehension and understanding. In doing so, she uses real-life stories and experiential exercises to facilitate effective achievement of cogitative and affective objectives. It is not unusual for me to receive telephone calls and emails from our team members across the globe relating experiences with how they applied techniques presented by Christie during training sessions that proved highly effective with improving performance in their organizations. Simply put, Christie is outstanding!

I have been in the education and training profession for 28 years, working at levels from elementary school to Congress and the White House and with 100's of trainers. I can safely say without any hesitation that Christie is the best trainer I have had the pleasure of working with. I have witnessed her facilitate audiences (sometimes hostile) through difficult subjects, such as religion, sexual orientation, and racism. She moved participants through the training without making enemies AND assisted them in gaining greater understanding of the topics and issues. She has highly developed communication skills and an uncanny knack for anticipating questions before they are asked. This allows her to effectively and tactfully guide her audiences to achieve training objectives without a struggle. When our senior managers and I observed her in action, our most noteworthy comment was, "outstandingly amazing," said in response to how she effectively moved our team through crucial dialogues that served to strengthen our team.

Christie's work with training and developing our team enabled us to implement a premier Human Relations and Workforce Diversity program that serves as the benchmark for the US Air Force and Department of Defense. Our Human Resources leadership team just commented today that the program we created serves as one of four major pillars in our human resources development arena for the Air Force. Christie helped us to not only pour the program's foundation, she also helped us to build the forms and structure to ensure it's strength and



reliability. The skills and tools she provided encouraged us to depart to traditional ways of doing business. This in turn led to greater innovation and creativity that has inspired the establishment of three new programs designed to enhance the human relations climate in the Air Force. We look forward to our continued partnership with Christie.

Please let me know if I can be of further assistance.

A handwritten signature in black ink, reading "Tony L. Wyatt". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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