



# *City of Southlake*

*Department of Public Safety*

November 15, 2006

Mr. Rick Kolster  
Peak Performance Development  
PO Box 216  
Keller, Texas 76248

Dear Mr. Kolster:

I wanted to take a moment to thank you for the excellent training you provided to the supervisors in the Southlake Fire Department.

Prior to your training I conducted an employee satisfaction survey that looked at the employee view of their supervisor and the associated level of satisfaction. Specific areas noted for improvement were leadership of supervisors and communication from supervisors to line staff.

In a survey conducted six months after your training 78% of personnel were satisfied or extremely satisfied with their supervisor, 82% were satisfied or extremely satisfied with the capabilities of their supervisor, and 76% were satisfied or extremely satisfied with the communication from their supervisor.

I can only attribute the positive gains in supervisory performance to the critical skill learned during your training session, as it was the key difference in supervisory development between the two surveys. I am also impressed with the retention of the material presented, the supervisors continually comment on how worthwhile it was to spend time learning these valuable communication tools.

Thanks again for the excellent leadership training. I look forward to working with you again soon.

Sincerely,

Robert Finn  
Chief of Fire Services