



What Has LET Done for You?



Testimonials from L.E.T. trainers, licensees and graduates from around the world

- “L.E.T. is critically important for an organization such as ours that relies so heavily on direct person-to-person communication. It is a way of learning how to be more effective in communication, so I believe it is pretty fundamental to our basic culture and basic ability to get things done from a business perspective.”

Bob Gore, Chairman of the Board, W.L. Gore & Associates



- “Phenomenal! Steve [workshop facilitator/master trainer] is a true model of L.E.T. The workshop was fantastic. The flow, building on each segment daily was very beneficial, explanation of material, practice teaching and the personal coaching—amazing. Thank you for your passion and dedication to this process. You are truly making this world a better place.”



Smanthia J., HR Business Partner, amazon.com

- “Throughout my career, I have held positions where I need to be able to influence people over whom I have no formal authority. I-Messages have been a powerful tool for me to explain my needs and sometimes concerns in a way that is informative and persuasive, but not authoritarian. Without this tool, I would not be able to build relationships or be considered a trusted resource to the people I serve.”



Shannon S., Gordon Food Service, Michigan

- **“We** started our company in the early 1980’s as a customer service and sales training organization. Thousands of front-line service and sales employees participated in our training classes in those early days. However, we soon discovered that our front-line training results were less than satisfactory wherever our students worked for a difficult (bad) manager. In fact, it was nearly impossible to improve service and sales results in a poorly managed office.

In our search to improve service and sales performance, we had to find something to help managers. It was at this time we came upon Leader Effectiveness Training (LET). The rest is history, so to speak. Now close to 8,000 managers have graduated from LET through our company. In fact, I’ll no longer implement our service and sales training programs unless the management team has completed LET.

The proof may be in the numbers: Three of our clients are rated the best place to work in their state. This past year two of the top 25 companies to work for in Texas were our LET clients. In Mississippi, our LET client (an LET client for 30 years) has been among the top five companies for the past five years.

LET is a huge contributor to climate...all high in these three companies. Climate in itself does not determine results however, research indicates that climate can account for 20 to 30 percent of business performance. Getting the best out of employees pays off in hard results. As one CEO told me, ‘LET for us is an investment in performance not an expense item.’”

Kent S., Associate Trainer, Florida

- **“I** saw an advert for the LET program by Thomas Gordon I immediately followed up and fortunately for me, St. Joseph’s invested in it. It’s been the most influential course I’ve ever taken and had the privilege of teaching (for over 10 years). It’s been constant repetition for me of what I most wanted and needed to learn! I love that participants often tell me LET has positively influenced their home life as well as their work life - very rewarding!”

Karen S., St. Joseph’s Healthcare, ON, Canada



- **“LET** has sharpened my clients’ awareness of what it takes to build a collaborative climate, both in their workplaces and in their personal relationships. Because of the uniqueness of the Gordon Model, they now have access to skills and to a method for shaping productive outcomes that they would not have had otherwise.”

Bud U., Master LET Trainer, New York

- **“O**ur business, as all businesses, succeeds or fails largely on the quality of relationships. These are the relationships between leaders and employees, between our employees and customers, between employees and suppliers, etc. LET not only provides a model or useful way to think about relationships, communication, problem ownership, etc. but it provides the specific skills that can be used to make these things better. Many programs talk about what we should do to be more productive etc., but few provide the actual skills needed to get there. While we offer

other programs and tools to our people, LET has been and will continue to be a foundation program for us.”

Tom H., Esterline Technologies, Washington 

- **“As** I charge into my 16th year of offering coaching and leadership development services around the country, no leadership development program or leadership skills suite has ever come close to the level of enduring excellence as Gordon Training's Leader Effectiveness Training.

The bottom line is I'm proud to be able to offer these platinum level skills to leaders and executives. Although the skills are extraordinary, it's the heart behind them that separates them from all others. It's all about the 'why' behind the skills that is the key differentiator. Many leadership development programs out there offer a lineup of skills that may be good, but they're missing that special quality that the Gordon Model possesses. The creator of LET, Dr. Thomas Gordon, knew in his heart there was a better way for leaders and organizations to live and prosper - and he did something about it.

About five years ago, I made the decision to offer LET because I recognized that it very much aligned with my mission and what I always set out to do with every organizational client. LET delivers lasting, meaningful learning that truly makes a difference. At the end of every offering, it's the comments from the impacted participants that continuously inspire me and make me grateful for my association with Gordon Training International. Why settle for successful when you can move toward extraordinary?”

Steve P., Associate Trainer, Florida

- **“What** LET has done for me is incredible. By becoming a good Active Listener, I am better at coaching others and interacting with my family. By expressing my needs with I-Messages, I am a better leader and follower. By always considering the needs of others, I am ALWAYS successful in finding equitable solutions to multi-party problems and decisions. My LET skills have enabled me to become a respected and valued member of my work group.

By facilitating LET sessions in the past, it has enabled other leaders in my organization to recognize and utilize effective and efficient communication skills which have led to improved problem solving, decision making, and company culture. The serendipitous benefit of facilitating LET sessions is the honing and sharpening of my own personal capabilities to utilize and impart these skills to others.

LET has been one of the pillars of my career in engineering and management. I am sincerely grateful to have had the opportunity to learn, use, and teach LET skills.”

Brian C., Associate Trainer, Washington

- **“I** began using LET in the early 1970's. I served 23 years as a school superintendent, a similar number of years as an adjunct professor of graduate education, and 20 years as a consultant to private and public organizations. I am a 'model builder' of sorts. I like a model for everything. LET was a crucial part of my model for organizational operation. I taught every administrator, many board members, many mid managers, and many who were direct service providers to use

LET. For my money, there is no better use of resources. Every school district I served as superintendent was in crisis when I took over as CEO. LET was a key element in getting those districts (4 in all) not only out of crisis, but to a high level of operation. I am a believer... it's been a reliable tool for me in my work as a CEO and as a consultant helping organizations that were in trouble for almost 40 years... it never goes out of date."

Jim A., Associate Trainer, Ohio

- "One of the most fruitful outcomes from LET has been strong working relationships between managers and their direct reports. In both Gore and at Chaco, these relationships based on LET have led to excellent survey results yielding both organizations 'Best Places to Work' awards - Gore was and still gets national awards, Chaco was awarded Best in CO (the only mfg company in the state of our size to do so)."

Dave K., Associate Trainer, Colorado

- "As HR manager, I have a dream to make our company as a place where everyone is contented to go work every morning. Through this education (training), I learned that comfortable communication between members of the organization is more important than any benefits and compensation system as a first step to form such a corporate culture."

Jin K., Vice President, Sanofi-Aventis Korea, Handok Pharmaceutical Co.

- "We are now just about finished providing LET to all the supervisors in one of the program areas in our Department. To me that is good evidence that the leadership in that program saw this as a viable set of skills for their supervisors to have and to work on. In addition, we will also be doing the CRW [Conflict Resolution Workshop] program with their line staff starting this spring. That means that the entire program will have been exposed to the Gordon Model. Every opportunity I get to encourage managers and supervisors to learn these skills, I take.

As you can imagine one of the most difficult things for them to do is to confront unacceptable behavior, and I do think they leave feeling more confident in that area. We also always offer to be available should they need to practice (it really does make perfect) and so our supervisors and managers know they are supported as they learn or relearn these skills. If the whole world could learn and practice the respectful model of communication so evident in LET and CRW, my, wouldn't that be a great thing."

Kate C., State of Maine, Dept. of Health & Human Services 

- "The most common feedback I get from our employees is they feel they have a new and more effective way to reach agreement when both 'sides' are in the problem area of the Behavior Window through Method III. The Six Step process of starting with the real need eliminates the feelings of resentment that can accompany "compromise". In addition, Method III fosters partnering, a focus on solutions and creates an environment of flexibility and open-mindedness."

Julie J., Gordon Food Service, Ohio

- “LET has made me a better listener and communicator than I've ever been before. Improving my communication skills has greatly enhanced my ability to resolve conflict with a mutually agreed-upon solution. As an HR director these skills get tested everyday. I listen, help others resolve challenges and convey information in ways that minimize resistance and maximize effectiveness.”

Rob H., Blind Industries & Services of Maryland

- “Practical, empowering, and shamelessly human - LET has given me the mindset and skill-set to engage with my colleagues worldwide and at home with my own teenage daughters in ways I have never been able to before. Understanding when and how to communicate in ways that maintain positive relationships while also helping others to understand my point of view has allowed for more successful outcomes to business challenges as well as enriched relationships with family members.”



Leslie V., Medtronic, Minnesota **Medtronic**

- “For LET, actually both myself and my organization benefit quite a lot from it. Thank you for the wonderful training for myself. I frequently used the tools in my professional and personal life, like I-Messages, Active Listening--very successful. In my organization, as internal trainer, we delivered training to new managers. Some of them may doubt whether it's practical in China, as it sounds quite western to them. After the training, most of them are quite confident and they are willing to try or use it in daily life. We also have follow-up telephone conferences for sharing among participants several months after training. They shared their success stories and challenges when using the skills. Overall more and more people buy into the concept and use the tools.”

Janet S., Medtronic, China

- “The LET program helps me a lot to improve my leadership communication skill on conflict management and build up effective working relationships. Changed my mindset that everyone has the ability to solve their problems and there is not only one solution. The Behavior Window really changed my view on others. To position different behavior into right part of the window and use related skill to build effective relationships is really helpful for me not only in work, but also in my family. In the past three years, we have trained more than 100 managers in Medtronic China on these skills, and it does improve the communication effectiveness of those new managers.”

Elaine Z., Medtronic, China

- “As an LET participant I would say it enriched my knowledge in dealing with my family and colleagues in terms of Active Listening and owning problems. For the organization and the clients we serve, we are developing a new culture among our employees that our organization is a learning organization and a learning organization is a listening organization. We continue

conducting LET courses through our internal resources. Communication skills and interpersonal skills have been developed positively in the last two years.”

Mohammed J., NAMA Chemicals, Saudi Arabia 

- “I can tell you that the Gordon Model has had a dramatic influence on my entire career. I learned back when I was in leadership in an organization the importance of saving my judgments and how often they would have been wrong and would have negatively impacted my relationships with employees. I also learned that respectful confrontation is not only non-hurtful but most often extremely beneficial in helping an employee to grow. Through the process, I developed a sincere belief that every employee wants to excel: their respective definitions of excellence might just vary from mine. In my consulting work, LET skills guide me continually. How could I facilitate a group without the powerful skill of Active Listening? How could I confront unacceptable group behavior in a positive way absent I-language? How could I successfully facilitate problem solving without consideration of the underlying needs of all the players? In my training role, I find the same skills relevant. I cannot teach a person anything if I do not first get to know the individual through Active Listening.”

Helen W., Associate Trainer, Maine

- “Because of our unique culture here at Gore that requests associates go directly to the person they have an issue with really promotes one on one communication. The tools taught in LET really help associates meet that expectation and additional ones here at Gore.

Personally, every time I facilitate an LET class, I learn something more about myself and try to take one thing to walk the talk even straighter in my work as well as my personal life.”

Suzanne L., W. L. Gore & Associates, Arizona 

- “What could be more rewarding than having an Gore Associate come up to you a month after they attended an LET Effective Communication Course you offered as part of their mandatory curriculum and they tell you they were able to use an effective I-Message and to Active Listen to resolve a problem that they felt they owned in their Behavior Window. I have facilitated several LET Courses at Gore in the past year and I always find it great to help other associates learn and use LET in their everyday interactions with other associates and their teams. As with anything, ‘Practice makes perfect’ and that is the case with LET--the more you use it the better and more naturally it happens.

On a personal note, I recently traveled to Shanghai, China for business and found myself Active Listening in almost every interaction I had with our Joint Venture there. This was most effective since you are dealing with cultural and language differences all the time. My trip was very productive and Active Listening was the key to most of the success.”

Frank T., W. L. Gore & Associates, Maryland

- “Koreans tend to drink frequently in order to interact (socialize) with others. As a result, 25% of workers are alcoholics. Men should be able to socialize and talk openly without drinking and for the sake of younger generation. This is why LET training is a must and mandatory [why we need LET training]”

Young S. K, M.D., former Dean, University Hospital, South Korea

- “I love the timeless principles that LET teaches. You hear about other authors, behaviorists, etc., who come up with their own program, and many of those are good, but they are usually the Gordon Model with a different name or nuance. In terms of what it has done for me...I feel it has contributed to my professionalism. When applying the principles you are able to communicate in a way that portrays a sense of added insight into situations and/or relationships. I have a limited number of clients that I have had the privilege to conduct LET for but when opportunity has presented itself, it has helped my clients. The reality is, it is only as effective as the client continues to support it and be committed to its visible importance. Some of my clients incorporate it consistently, some conduct the training and fail to follow up or recognize what needs to be done to have long-term sustaining, life changing effects. I am a believer and I will continue to try to sell the LET program, as I do feel it is the answer to so many personal and professional problems in this world. Even if I can touch ‘a few more’ in life, it’s worth it.”

Nancy D., Associate Trainer, Pennsylvania

- “LET is one of the cornerstones of our leadership development initiative at Gordon Food Service. Without the skills taught in that class, leaders would have a difficult (at best) time addressing performance (good and bad), modeling/teaching the skills to their employees in an effort to build high performing teams, and be good servant leaders.

Kevin J., Gordon Food Service, Michigan

- “When I first met Tom [Gordon], I was so impressed with what he was doing. He shared this information [LET model] with people who didn’t have his skill-base or his credentials. He knew that people could learn these relationship skills to help themselves—he empowered people with the very skills that professional counselors have—he gave the world a model to help us take control of our lives.

There are lots of programs and people who don’t have a framework for what they’re doing and LET has a powerful one. And the model is cross-cultural, applicable anyplace, anytime, anywhere. It’s actually a perfect model but you need to be skilled at it to make it work. Commit to using the skills and it will change your life at work and at home. The model itself is really....irrefutable. It’s simple, elegant and genius.”

Peter N., Associate/Master Trainer, Wyoming

- “Leader Effectiveness Training is part of our Leadership Development Curriculum and supports our core values of servant leadership and open door policy. It has taught us to use Active Listening skills and has given our leadership team the skills needed to work through difficult situations. This ultimately has led to open collaboration between leadership and their teams

which has helped us achieve our goals of having high performance work teams. This has been vital to our success during these tough economic times.”

Dana W., Gordon Food Service, Michigan

- “LET has opened up a world of opportunities for me as a trainer for companies in the area of management and leadership development. My first exposure to the Gordon Model occurred in 1992 when I was searching for a training program that would help our managers at the then PresMet Corporation, change the way they interacted with employees from an authoritarian approach to a collaborative, participative style. This was part of a strategy to implement TQM at the company and get employees involved with management to solve problems and improve quality. I attended a LET workshop in Chicago taught by Dr. Bud Upshaw. It blew me away and I knew that this was the training program we needed. We brought Bud into our company and taught LET to our senior and middle managers. Former employees still tell me to this day that it was the most impactful training workshop they ever attended. It was a key part of a culture change that occurred there and helped our TQM process be successful. I became a certified LET instructor and taught it to the rest of the supervisors and staff at PresMet.

I've been able to bring LET to many other companies since moving on from there, and am now sharing it with manufacturing companies in Massachusetts and New Hampshire in my role as a project manager and trainer for the Massachusetts MEP. We offer it to help support the culture change required to successfully implement lean manufacturing and continuous improvement which requires collaboration between management and employees.

I consider it a privilege to be an LET trainer and to be able to share the Gordon Model with other people. I've recently given my son the LET book as he has just transitioned into a management position at his place of work.”

Kevin S., MASS MEP, Massachusetts



- “I spent over 20 years working in Human Resources primarily in manufacturing and software development where the most common employee relations issues related to poor relationships. These poor relationships were due to a lack of understanding between two parties and the misuse of power in order to compensate for not knowing what else to do - dealing with these issues on a daily basis was a struggle. Once I was exposed to the LET philosophy and methodology - I was pulled in right away. Here were some real tools to help managers manage relationships in a way that built stronger commitment instead of destroying it.

I have seen the effect of our belief in LET in how it supports the underlying foundations of our LEAN efforts. LET has supported the change to a more people-centered culture at Esterline. It provides managers with the tools that support our belief that an involved culture is a necessary component of our success. It has created a competitive advantage as we fight for talent in the global marketplace.

LET and its philosophy of building a culture of cooperation is a foundation of our management culture at Esterline.”

Patrick D., Esterline Technologies, Washington

- “I grew up in that period when there was a transition from authoritarian to a more democratic society in family, school and business life. Power was no longer an option (or at least a limited option) in our daily transactions. LET gave me a framework to deal with others and the skills to be more effective in my relationships-especially in business (“Shifting-Gears” when I heard resistance was a revelation!) As a H.R. Director I found the LET skills a great asset in negotiations with unions. I began to listen to their point of view without conceding my position--this was new to them when previously each side tried to out-score the other!

As a trainer of LET for the past 15 years I find participants are amazed at how neat the I-Message is--they can learn and practice this skill in a matter of hours and use it immediately at work and at home. Third party facilitation (Method III) is a powerful tool for any leader in business in restoring harmony in the workplace. One of our major clients prescribes LET for all new employees to establish a culture of clear and open communications---this has been the policy since the time of the founder about 30 years ago and continues to this day.”

Gerry B., Associate Trainer, Ireland

- “As a Training Manager, I have a responsibility to research and bring to my organization the most effective training initiatives my organization can afford. After reviewing many programs I found LET. In our situation, I was looking for a process that would complement our Supervisory Development Program. For us, LET was the right fit.

Like many organizations, communications problems are an everyday occurrence. The strength of LET is on improving communications. Supervisors were taught to use I-Messages rather than You-messages. We saw immediate improvement in performance in areas that needed it. The topic of ‘who owns the problem’ was a great motivator in improving supervisory delegation and leadership skills.

In looking at my performance, I gained tremendous confidence in the skills taught in the LET program. As an HR professional, my investigations were more effective, and my role as a resource to the organization was greatly improved.

There are many programs out there and organization training budgets as slim. For me, the ‘best bang for the buck’ came with LET.”

Jim M., Associate Trainer, Virginia

- I have participated in many education training programs over the few years; however, there was no practical and specific training such as L.E.T.

Intae C., President, NeuroScience Learning, South Korea

- “The ability to effectively lead others hinges on one's emotional intelligence, the ability to see where others are and respond in the most effective way for that person and situation. LET provides the foundational skills of emotional intelligence and does so in an easy to understand format with an effective skill practice methodology. Use of the LET skills makes our leaders more effective in their jobs, period.”

John H., Hastings Mutual Insurance, Michigan



- “My first experience as a corporate trainer was teaching IBM Job Control Language to mainframe programmers in 1979. I had something they needed but no one learned any skills that could change their lives. After all, how could you improve on punch cards and a day of debugging programs? In stark contrast, the skills delivered in an LET class provide leaders with a transformational tool set for improving relationships, encouraging behavior change and understanding conflict in the workplace.

Training Esterline Defense Technologies leaders in the LET skill set is very encouraging. Attendees often offer comments like ‘I wish I'd had this earlier in my career’ or ‘this is the best training I've ever had.’ Attendees value and appreciate the training, and generally, after the first day all attendees understand that this training is different. They can actually use it for better relationships, to resolve behavior issues and deal with conflict in the workplace. Almost all attendees see value in their personal relationships outside the workplace as well.

As the HR leader of 1100 employees across six locations, I value greatly the improvement in our organization's leadership. Before LET many leaders felt that progressive discipline was their only path to resolving performance or behavior problems in the workplace. Often by the time they came to HR the leader's patience was gone and they just wanted the offending employee exited and a new recruit in their place ASAP....very costly, and frustrating after all the effort to recruit and train the previous employee.

Tools like LET's Active Listening and I-Messages provide a means of addressing the problem while saving the relationship. As we train more and more leaders in LET skills, we are seeing a shift to a culture where leaders value transparency and truly listen to employees. Performance and behavior problems are surfaced earlier and often before the critical stage. Employees are empowered to solve their own problems and leaders see them as capable of owning their problems. More and more, issues are resolved without having to utilize a progressive discipline process.

LET is training that makes a difference to the leader as well as the organization. Our leadership is strengthened, relationships have improved and business performance is strong. LET training deserves praise for supporting this cultural shift at Esterline Defense Technologies.”

Gene S., Esterline Technologies, California

- “As a person using the tools and skills, LET has made me more confident in investing in companies. I can (and the team can) address problems earlier, saving lots of time and resources. In addition, problems can be addressed without hurting feelings as much as I probably did without LET skills.

As a trainer, I am amazed how people respond to the concepts and the skills. Students seem to realize pretty quickly that these are skills they can apply right away. In a recent class, all of the students began using the skills right away to deal with a company-wide problem. The energy and excitement was so great that the owner of the company pulled me aside and asked ‘How can we keep this going once the LET class ends?’ The good news is that LET skills can continue to grow throughout our lives. I attended my first LET class 10 years ago and I still enjoy digging into the book/materials and practicing the skills. Thank you, GTI!”

Tim M., Associate Trainer, Minnesota

[Hear Tim share his feedback on why learning the LET model \(vs. modules\) is essential](#)

- “It is impossible to write about the personal benefits of LET without going back to the late 60s when a psychologist recommended a course on parenting called Parent Effectiveness Training. This training changed my relationship to our children and my wife. We had gone to see a psychologist because our family relationship was in deep trouble. (Today, after celebrating 45 years of marriage, and together raising four wonderful and productive children, our communication skills learned from PET are very much alive with our children and nine grandchildren.) After I took the PET class, a year later I became an instructor and taught many courses in the Chicago area.

In the early 80s, the head of LET at Effectiveness Training [*Gordon Training International* became the name in the mid 90’s], approached me to become an LET instructor and bring the training into Latin America. I was not successful in distributing LET at that time, but the skills that I learned became just as effective in leading my professional team as they were with my family and friends in the years that followed. The training taught me to listen, and of course as you would expect, the relationships with my coworkers improved. Since there was a more open relationship, with the tools for confronting and problem solving, I was able to develop a much better work environment.

My leadership skills changed as I was able to apply myself and as people began to use the steps themselves in the problem-solving process and solve their own problems in creative ways. I couldn’t believe it! My team was surpassing me with ideas and implementation skills that made my job much richer.

I could go on and on citing many specific examples, but they would just validate the premise that LET is not just one more program on the theories of leadership, but a very specific set of practical tools that fundamentally change the way in which business operates.

Angel M., former LET Licensee, Brazil

- “Feedback that I've received from managers that have participated in the LET course, have said that the Behavior Window provided a good model to help them understand problem ownership and gave them permission to not own the problem of others. Using Confrontive I-Messages is a very effective tool to influence because of the tangible effect. It is difficult for the one-over manager to dispute supporting the request if it means success for them and the organization. Many of the participants have expressed how impactful Active Listening has been in their personal life, as well as their professional life. That all too often it is in the personal life that they "slack off" on really listening. That by using Active Listening, their relationships with their significant others have improved.”

Connie B., Medtronic, Minnesota

- “LET has been the most important part of my business for many years (decades), but even more importantly, the skills have been truly invaluable to my ability to mediate conflicts, coach managers, and facilitate team building and other training workshops. Even more important than that though, was the opportunity to learn these skills before my daughter was born. Her mother and I have had the chance to put them to work with her from the very beginning. What a blessing! Thank you Tom Gordon and Gordon Training.”

Bill S., Associate/Master Trainer, Arizona

- “What LET is going to do, is allow my company the opportunity to offer LET to new managers as well as allow us to offer refresher courses to individuals who have been through the training. Andy and I are super excited to have the chance to mentor our leaders using the Gordon Model. We feel that, as on site trainers, there will be much more accountability in using the skills. We cannot wait to kick off 2011 with refresher courses for our ‘seasoned’ managers and then really kick it up a notch by exposing a whole new set of managers to the wonders of LET!”

Jim M., FORUM Credit Union, Indianapolis



Below are various comments from LET Participants from a YMCA in Washington state, where they have an In-House LET Trainer, Kyle C.

“I really learned a lot from the training, I would definitely recommend it to others within the Y and out of the Y! It really opened my eyes to how much I want to fix rather than listen to problems. I have been working my listening skills and have been using the Behavior Window-- A LOT!!!!!!”

“I tend to be the ‘go-to-girl’ when problems come up, and there have been a few different situations where I am listening, but have been taking a step back and now am really looking at the problem and I am finding most of the time that this is not my problem at all and it’s best that I don’t make it my problem. I plan to keep using my skills-- it makes my life so much easier.”

“At my last child care staff meeting, I shared some of the highlights from the training and let staff know that if the class is offered again, I highly recommend it. We discussed how important I statements are rather than You-statements. We also talked about reflective listening. We made a “goal” to try these two things with peers, parents and the kids.”

“I would definitely recommend LET to others outside the YMCA. It has made me realize that I was taking too much responsibility for things that were not my problem. Also, it put into perspective that someone may not know that their behavior is below my line of acceptance. This is for anyone that deals with people on a daily basis.”

“I would recommend LET to anyone that has any interaction with other people, so...everyone! The Behavior Window was a new learning beyond any other relational, conflict resolution training I have been part of. That piece alone was very helpful. In addition, the training was dynamic and easily applicable.”

“I would absolutely recommend LET to anyone wanting to function at their highest potential at work or life in general. I think being able to communicate and listen effectively is paramount to one’s ability to forge positive relationships and in by doing so, encourage favorable/productive social and working environments.”

- **“Gordon Food Service is North America's largest family-owned broad-line foodservice distributor. The key to our success is in the quality of our products and how we conduct our business. We strongly believe that ‘Everyone Is Important’ (Gordon Food Service Cornerstone Value) and that every person's voice and opinion can strengthen and positively change Gordon Food Service. Because of this, we value and believe in every relationship we are blessed to have, including our customers, employees and vendors.**

With this in mind, we developed the Gordon Food Service Leadership Development Core Curriculum. It was built to give all employees the knowledge and skills that they need to create strong, service-based relationships through character and communication skills. Leader Effectiveness Training developed by Gordon Training is at the center of this curriculum.

LET gives our employees a road map for how to communicate by expressing their voice and opinions while building relationships. This class teaches teams to bring conflict to the surface, value the opinions of others, and work collaboratively to resolve matters. I now see people in all departments at Gordon Food Service communicating to resolve conflicts, rather than fighting to be right or fleeing situations. I also see many people pro-actively communicating to meet the needs of the people they serve. We truly have seen this class change people’s lives. I can say it truly has changed mine.

As a trainer for Gordon Food Service I strongly value the relationship we have with Gordon Training. We work hard within that relationship to respect and meet the needs of both organizations. Gordon Training is no longer a vendor, but truly a partner in our success.”

Charise B., Gordon Food Service, Michigan

- **“As a Human Resources Manager, who also acts as an internal leadership coach, I find that those leaders who have participated in LET have improved their team interactions. LET training affords leaders needed skills in handling those uncomfortable difficult conversations with subordinates, peers, clients and superiors. Issues get solved before they grow into major problems for human resources.”**

SueAnn F., County of Sacramento, California



- **“Success in the Gore culture relies on a variety of skills, one of which is direct one-to-one communication. This expectation is one of Gore's core values, and is fundamental to getting business done. Using LET skills has helped to decrease downtime in our organization in several ways; including increasing one's self-awareness and helping to uncover core issues more quickly. Specific skills that teach participants to determine problem ownership, avoid roadblocks, and skills on gear-shifting have consistently been identified as key ‘take-aways’ from the LET sessions. We have provided LET training to all Gore associates for over twenty years, and continue to reap rewards from the benefit of associates practicing these skills.”**

Maureen F., W. L. Gore & Associates, Delaware

- “LET training provides a system that allows our team to glean the best available from each individual and move toward our common objectives. The Active Listening component allows us to recognize when others need help solving their problems and avoid responses that have a tendency to block problem resolution. The ‘I-Message’ component allows us to productively confront each others' unacceptable behavior and prepares us to anticipate likely resistance. The conflict resolution component allows us to work toward an acceptable level of need satisfaction for all involved parties. The values collision model allows us to discern between a conflict of needs and a conflict of values and offers strategies for handling both. The model also offers a variety of skills to implement when the organization is operating on all cylinders and we want to take it to the next level. LET skills provided the foundation for developing a satisfying work environment for me and my team.”

Pete C., Associate Trainer, California

[Hear Pete’s comments in his video testimonial](#)

- “The benefits I have experienced knowing and using the LET skills fall in many arenas. Certainly it has helped in business settings, particularly as they apply to understanding different points of view and problem solving. But they have also helped in my personal life, sorting out conflicts with family or friends and other social relationships. The reason for this - and this is unlike any other training or leadership classes or programs with which I am familiar - is because there is an underlying philosophy of relationships that guides these skills. It is not just a set of language or techniques, although these are certainly helpful and effective. More important, these skills are applied through a spirit and belief in the need for mutuality in relationships, respect for others, a healthy respect for ourselves, and a need satisfaction approach to solving conflicts or problems for all parties. These underlying themes direct the skills - and that is what makes the approach so effective and lasting.”

Steve C., Associate/Master LET Trainer

- “Our workplaces become our home away from home, which means that our co-workers and customers become our work family, for better or worse and everything in between. Our differences help weave the collaborative fabric of our organizations and businesses. In a perfect world our ability to communicate and get along with each other should enhance those relationships and the richness of the work fabric. LET serves as a vehicle and way of interacting to assist with the real ups and downs of people dealing with people.

Asking people to participate in three days of training that is heavily laden with listening skills seems unrealistic. How do you get folks to work on the basics of communication when many do not or will not recognize the obstacles of their current communication skills?

Bad habits die hard and new skills take a tremendous practice effort. Over the years in many of the classes I have facilitated, some individuals have expressed a skepticism, disinterest or reluctance to attend a class, only to become some of the more enthusiastic participants.

LET takes small steps to enlighten the learner and develop or revisit basics skills through interactive exercises and discussion while explaining the whys and the wherefores of communication.

Each class has afforded me a rich learning experience and a better respect and understanding for the people that work in our organization. Relationships are deepened, scars are healed and friendships are formed by many of those who have attended LET. There is no perfect world but LET certainly helps move us to a more respectful and respectable work society.”

Lynda N., Training Coordinator, U.S. Courts for the Southern District of Texas

- “The managers that attended the L.E.T. really responded to it well and appreciated that Mahina invested the time and money in their people. They’ve said things to me like, 'I find myself approaching conversations with a bit more calm to my voice/approach' and 'I love having Method 3 to fall back on when I’m in a difficult situation that I don’t think I’ll be able to resolve.' Overall, it was a great experience and I know moving forward it will help everyone do their job even better.”

Kate B., Regional Manager, Mahina 

Questions?

So is our LET program right for you? Watch this short [video](#) to find out or contact:

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