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October 18, 2007

Re: Letter of recommendation for Elena DeVos and Mary Holmes: Communications Camp

To Whom It May Concern:

When I determined that my staff of the highest level attorneys needed coaching in their communications skills, I searched hard to find a communications company that could create a learning environment that respected my executives' level of education, made their communications goals seem reachable, and taught them so that they enjoyed themselves. No dry lectures would work for my staff of eight executives.

As the Vice President, General Council of The BOC Group, I found my high expectations were met and exceeded by the seminar series given by Words@Work. Dr. Elena DeVos presented three communications seminars and camps in different locations for us during the next few years: on-site in Murray Hill, New Jersey; at a Cape Cod resort during an executive retreat; and in Naples, Florida, at another corporate retreat. She developed these workshops with her colleague, Mary Holmes, whose relaxation exercises were a wonderful addition to the communications camp, and whose expertise in improvisational skills guided Dr. DeVos' approach. Their combination of academic and theatrical skills created a synergy that my staff responded to enthusiastically.

One delicate series of interactions that my staff had to regularly complete was to meet with top executives of other firms (generally in other countries), come to legal agreements, and then document those agreements in writing. They needed to be genuine, charming, businesslike, and competent—all simultaneously. Then at the end of arduous days of meetings, they had to return to their hotel rooms to write documents to bring back the following day. Without a doubt, they needed a strong foundation of skills that went beyond their legal expertise.

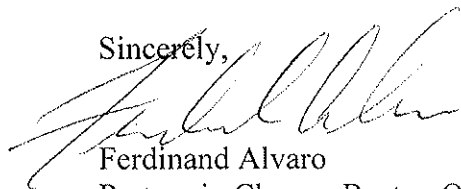
By the end of each camp session, participants had gained confidence in their writing skills, their presentation styles, and their ability to respond well to rapidly changing business situations. Through the interactive improvisational exercises, they learned to work better individually and as a team. They improved their listening skills, found themselves more in tune with their clients' communications methods, and understood what they themselves conveyed in writing and in person. In short, they developed their group camaraderie while improving their personal skills.

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In meetings I held with both Dr. DeVos and Ms. Holmes, they showed an intuitive ability to design customized programs that were responsive to the unusual demands of my group, challenging to these high level attorneys, and enjoyable, although the curriculum was rigorous. They took my observations and used them as the underpinning of a completely tailored learning program series. You can be sure they will do the same with your organization's learning needs.

Sincerely,



Ferdinand Alvaro

Partner in Charge, Boston Office

Co-Chair of National Business Law Practice Group