



RE: Recommendation for Suzie Fleming and  
Pumping The Colors Training

You may be wondering if Team Building is right for your company and employees. When my team asked me why they needed team building if they were already a team, it was an easy answer for me. It was an opportunity for me to learn – more about the people who worked for me, more about safety and more about me as their leader.

The original proposal was for 85 people to attend the Pumping The Colors team building class and complete the communication style profiling of DISC. The unique design and delivery of the 1½ day class produced such a successful response that we actually sent 250 of our employees through the training.

With DISC everyone learned "the way they were" as well as how to deal with each other. By breaking through communication barriers and opening up access to being a true team, I learned a lot about what the people in the field needed from me and how best to tell them why I wanted something done. It was also an opportunity to bring people (contractors) in and make them a part of the team; work on safety issues and deal with problems between field employees and the corporate office. Pumping The Colors is a "hands on" teambuilding activity that challenges the group to execute a complicated task under conditions that require them to perform as a team. The task captures the inspiration of solving a real-life problem in an unexpectedly powerful learning experience.

Suzie Fleming is a Certified Trainer skilled in delivering Pumping The Colors. Her ability to execute the training and development provided by this program are exceptional. We consistently received high ratings on evaluations and feedback from participants. Suzie's intuitive communication skills allowed her to work very effectively with entry level employees, seasoned veterans and management. She was able to get related to everyone and kept them involved, dealt with every issue that came to light and received the feedback from the employees we needed to improve our company.

As a result of this work, I was happy to discover that some of the people who worked for me were actually leaders just looking for their chance to lead and make a difference. One of the more valuable aspects of this program became *understanding the importance of respect for the individual through greater awareness*. This was possible by driving fear out of the work force and opening up the communication between the "old timers" (those with many years of service who are close to retirement) and the "youth" (new hires).

Some of the lessons learned were:

- How to respect people and process;
- Have fun while you work;
- Celebrate individual & team success;
- Apply program learning in everyday activities.

An unpredictable result from working as a team showed up on our bottom line when we saved \$10,000,000 on one compressor hookup.

Pumping the Colors is for any corporation that wants to introduce teams to the organization, improve the ability of existing teams to be more productive, focus on total quality management, boost productivity or morale after right/down-sizing, or introduce teams as part of a new corporate philosophy.



Since Anadarko's acquisition of Kerr-McGee, I am again faced with building strong teams and open communication between groups. It is my plan to utilize the talents of Suzie Fleming and the Pumping The Colors program to accomplish this.

There are many other benefits that came out of this program and I will be happy to discuss them with you. I would be glad to share some of the letters of acknowledgement and thanks received for superior performance if you wish to contact me. I highly recommend the services of Suzie Fleming as well as the Pumping The Colors program.

Respectfully,

A handwritten signature in dark ink, appearing to read "Grayling Carter", with a long, sweeping flourish extending to the right.

Grayling Carter