



January 19, 2008

Mr. Patrick Malone
The Par Group
4936 President's Way
Tucker, GA 30084

Dear Pat:

I just finished reading *Cracking the Code to Leadership*. I must say that I knew you were a skilled presenter but you and your team appear to handle the written word with equal aplomb.

Sadly, as you point out in the last part of the book, I am like many people when it comes to obtaining and assimilating information. I like what I read but rarely put it in to practice - or so I thought.

Your book is different. It's filled with so many examples that show you how to use the information and what the scenario might look like when presented with the opportunity that one can't help but incorporate it into your daily life.

Just yesterday I encountered a situation at work and found myself thinking, "Hey, this guy's at complain; now I need to connect with him at his level on the decision ladder." Later I reviewed the situation and I'm confident the next time I'll be able to handle it even more effectively.

Pat, you and The Par Group have in fact **cracked the code**, not just to leadership, but to personal and professional relationships and interaction. Congratulations!

All the Best,

Glen Gould
Director, Small to Mid-Size Business
Metro Atlanta Chamber of Commerce
404-586-8432
ggould@macoc.com