

June 9, 2009

Upper Valley Leadership
Curtis Jacques
PO Box 5224
West Lebanon, NH 03784

Re: Sheila Rook Testimony

Dear Curt:

Sheila Rook manages the West Lebanon office for Lake Sunapee Bank. She recently completed the nine-month program offered by the Upper Valley Leadership group. When Sheila began the program, she was excited at the possibilities it would offer her. One in particular was the fact that Sheila is from the Brattleboro, Vermont area and did not have as much knowledge of the Upper Valley region. She was hesitant about making business calls in her new business area.

As the program progressed, Sheila became more and more confident in her own skills. Through this great leadership program, she began to make contact with other business employees and owners. She began visiting other companies and learned that she enjoyed listening to the various philosophies of running a business. By the completion of the program, Sheila realized that Lake Sunapee Bank and the Upper Valley region businesses all shared the same desire; the desire to grow a business by giving the best service possible while keeping staff highly motivated.

Sheila shared her new found enthusiasm with a co-worker who was also new to business calling efforts. It was a pleasure to see both of these individuals work together. Together, they gained many success stories by generating new business opportunities for their offices.

Sheila has completed the program, but has continued to support the Upper Valley Leadership program by joining their marketing committee. She will meet with the committee members on a regular basis, which will help Sheila stay connected to the group of people she met over her nine-month training program. She has discovered that giving back is an important part of being a great leader.

I highly recommend the Upper Valley Leadership program to other companies. You, too, could find a shining star.

Sincerely,

Dorisann Ross
Northern Region Manager, VP