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BAY AREA

full-force self-defense and personal safety
www.impactbayarea.org

November 15, 2008

Dear Steve,

I'm writing to thank you for your work with IMPACT Bay Area. Organizational change is a big challenge for any organization, and it's doubly hard for a small, tightly knit group like the instructors at IMPACT to adapt to a new Executive Director. Trying to understand where the problems in the organization really lay - and to simultaneously assess the performance of the new ED - was one of the more difficult tasks I've faced. I very much appreciate your talking with me and many other members of our organization. You were then able to take that information and help me tease apart what problems were caused by personnel issues and what problems were to be expected in the stressful and unsettled situation that we were in.

Thank you also for providing guidance to both myself and the Executive Director about how to start moving the organization forward when it had been focused so long on the past. Many organizations do not survive the kind of transition that we went through, and it is a testament to your abilities and insights that we are still here and still able to offer classes that change the lives of the women who take them.

With much gratitude,

Carolyn Wales

Board Chair, IMPACT Bay Area