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September 25, 2007

Mr. Christopher Bentley, CEO
The 5 Star Institute
4845 Pearl Street, Suite 101
Boulder, CO 80301

Dear Chris:

Recently the City of Northglenn senior management team completed a 2-day *Aligning for Execution* and *Vector5* training workshop with The 5 Star Institute team. The purpose of my letter is to tell you how pleased we were with the sessions and how excited we are about utilizing the *Vector5* software to help us track our progress toward achieving the community's goals.

I also wanted to tell you how valuable I thought the first day's activities were. One of the challenges that City Managers face is translating a city council's broad community goals into clear, definable, and measurable objectives for staff. The process that your team led us through to first thoughtfully consider our Council's goals and then articulate specific and measurable activities that would help achieve them was particularly valuable.

While not specifically a team-building exercise per se, I immediately noticed that the process of collectively articulating specific actions to further the Council's goals encouraged a level of cooperation and collaboration among my senior staff that was virtually unprecedented. The process of defining specific, measurable outcomes to achieve the Council's goals helped demonstrate the need for us as a staff to form action plans that cross departmental and divisional lines; collapse our silos, so to speak. Even if we had not come back for the second day this exercise would have been worth it by itself.

The second-day, *Vector5* training was both interesting and a quasi-team building exercise as well. I am anxious for us as a management team to learn and grow with *Vector5* and to watch it track our progress.

I also want to mention the outstanding job your facilitators did leading and guiding the work. Everyone was fully engaged, challenged, and ultimately motivated to use *Vector5* as a way of demonstrating our real progress toward meeting our organizational and community goals. The training has generated additional discussion and idea sharing in a

way that I would not have anticipated. As a team, we are eager to take the next steps with *Vector5* and The 5 Star Institute.

I am excited to watch our team collaborate, share ideas, and ultimately reach our promised performance levels. I would encourage any public sector manager - particularly those tasked with achieving goals crafted by an elected body - to strongly consider incorporating The 5 Star Institute's *Aligning for Execution* and *Vector5* workshop as part of their overall strategy to achieve the organization's goals.

Sincerely,



A.J. Krieger, City Manager

cc: Jenner Marcucci
Steve Kaverman