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*Chief Instructional Officer*

September 11, 2007

R. Drummond McNaughton, Ph.D., CMC®  
The Change Leader, Inc.  
5001 San Jacinto Circle East  
Fallbrook, CA 92028

Dear Drumm,

I want to thank you for the outstanding job you did in assessing our Elementary Mathematics program and the rollout of the Elementary Mathematics Instructional Guide at Los Angeles Unified School District.

I found your assessment of our areas for improvement to be insightful, and your recommendations innovative. Your ability to easily create trust and rapport helped you get the root of the issues we were facing, and once you understood them, you gave us invaluable recommendations which we can put into effect to improve performance while reducing costs.

However, your assistance and expertise went beyond that. You not only helped us to better understand our challenges and critical issues, you helped us to understand our strengths and areas we should leverage to improve performance and morale. As we are a culture which thrives on positive reinforcement, these were equally if not more important. You inspired us to become better.

Personally, I very much enjoyed our interactions. I looked forward to our weekly meetings, as you gave me information and ideas which I was able to put into use immediately. Additionally, you understood the political climate in which we operate, and were sensitive to that in your recommendations and working with people.

It was a pleasure working with you. Please feel free to use me as a reference with other organizations who wish to improve their performance, coherence, and morale. I wholeheartedly recommend you as a man of strong integrity and ethics, strong leadership skills and organizational knowledge, and someone who always put the client's best interests first and foremost.

Sincerely,

Ronni Ephraim, Ed.D.  
Chief Instructional Officer, Elementary