



*A College of the State University of New York*

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American Society for  
Training and Development  
Central New York Chapter

To Whom It May Concern:

I am writing this recommendation for Kathleen Howard, M.B.A., M.Ed., Department of Personnel, Onondaga County.

I recently attended a series of classes instructed by Kathy. I found the classes to be both informative and enjoyable; my favorite combination! Kathy's infectious sense of humor and amusing anecdotes brought the instructional material to life.

Having studied psychology, I found the classes relating to the MBTI and the ones that dealt with personnel issues to be the most enjoyable. I felt that Kathy did a superior job of explaining how the inventory can be applied both personally and supervisory. Being an ENFJ, I appreciate Kathy's enthusiasm for working with people. I use this acquired knowledge (relating to the MBTI) on a daily basis in my leadership role at the College.

Kathy did an exemplary job of including the entire class in the lessons. She encouraged individual opinion; remaining open minded. I felt it most effective when she paused to wait for an answer so that the "deliberators" could have some time to think before responding. No question was insignificant. Kathy encouraged each of us to participate using our individual strengths. She had an uncanny way of remembering our MBTI types and would group us in a way that represented several strengths. I use this same project management practice when I assemble project committees.

I decided to go "above and beyond" in this class by electing to do the Certificate Training Program. This required extra homework and a 5 page paper. I thoroughly enjoyed this task. Kathy always made time for her students before class, after class and during breaks. I would say that she, too, went "above and beyond" the call of duty.

I highly recommend Kathy for this award for excellence.

Respectfully submitted by,

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