

----- Original Message -----

> From: "Kelly Conrad" <[kelly.conrad.hg7z@statefarm.com](mailto:kelly.conrad.hg7z@statefarm.com)>

> To: <[bobdaviesagent@cox.net](mailto:bobdaviesagent@cox.net)>

> Subject: RE: Bob Davies

>

> Hi, Richard, hope everything is getting back to normal where you live...

> As we Southwest Floridians learned a couple of years ago after Hurricane

> Charley hit, just because the devastation is no longer in the news,

> doesn't mean everything is okay again. Hurricanes, as well as wild

> fires, wreak havoc that lasts a long time. I hope you are doing better

> than the last time we spoke...

>

> We were very happy with Bob Davies presentation. He has a very unique and

> powerful style. We did feel that he gave

> our agents several different tools and techniques to take back to their

> offices, specifically the concept of the Behavioral Contract. He was

> definitely high-energy and dynamic. His examples/illustrations of the

> concept that you cannot trust your perceptions were particularly helpful

> and appropriate for our group. I saw heads nodding throughout his

> presentation, which is a good sign that people were engaged. He also

> stressed accountability, which is very important, given that all of our

> agents have team members in their offices who are responsible for

> reaching specific production goals.

>

> I hope this information helps. Sorry it's taken me so long to respond. I

> had another two-day conference on the heels of this one, and my schedule

> is just now beginning to slow down.

> Thank you so much for all your help throughout this process!

> Take care, and let me know if you need any additional information.

> Kelly

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