

October 12, 2017

Kelvin McCree, Credentialed Life Coach  
Laser Focus Coaching LLC  
258 Bellflower Way  
Lakeland, Florida 33811

**Re: Letter of Recommendation**

Dear Kelvin and Laser Focus Coaching LLC:

It has been almost two years since you took on the task of working with the Executives of the Chandler location of Wells Fargo Bank. As we attempted to navigate the troubled waters plaguing the leadership of our organization, which included uncertainty for the future, negative feedback from employees, and poor morale. The task you were presented with was huge. The executive staff at this location have always been seen as dedicated, hard working and committed to doing the best job possible. However, due to a series of events, we were at risk of eroding the support of our public to the point where pressures to collapse our department would have been a viable option for our staff.

Over the last two years, you introduced us to the Continuous Improvement Team (CIT), which for the first time in the department's history allowed our employees to become fully engaged in improving team performance and charting the character and image of our department. You then took the time to help me create an effective executive management team model because of a set of negative circumstances. You helped the team design job profiles, task management processes and help me to capitalize on the hidden talents that already existed amongst my executive staff. Then you continued to check with me to ensure that I was on track.

As if that wasn't enough, you took the time to engage my mid-level leadership team to create job profiles, and align them with an assessment process that actually made sense. With that, you went to great lengths to help my direct assistant to step up to the leadership role in my absence and go above and beyond their normal duties for the betterment of our department. While you were busy doing this work, the staff employees were clearly seeing that the executive management team had a stake in their personal growth.

Again, I would like to thank you for all of the hard work that you did and continue to do to get Wells Fargo Chandler location on the right track. I have recommended your company and team to everyone who asks for executive coaching advice. I look forward to working with you and Laser Focus Coaching LLC for many years to come.

Please feel free to contact if any further information is needed.

Sincerely,

A handwritten signature in cursive script that reads "James Mackey".

Dr. James Mackey III  
Lending Manager/AVP  
Wells Fargo Compliance Division, Inc.  
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