

MARTHA BRYAN, BRYAN & BRYAN ASSOCIATES

QUOTES FROM POLICE / EMS / FIRE CLIENTS AND PARTICIPANTS

Agencies

"I would like to take this opportunity to thank you for speaking at our conference. The time you put into your lectures were most appreciated. Your enthusiasm and efforts helped to make this event a great success once again. We couldn't have done it without you!"

*Neil Edgin, Conference Director
Washington State Department of Health
Office of Emergency Medical and Trauma Prevention*

"Martha, I appreciate all that you did to help the commissioners through this process. I hope that someday I get the opportunity to work with you again. You are very talented."

*Dave Crossen, Fire Chief
Pierce County Fire District # 3*

"We had good feedback from the class. We assigned out three areas for review (from flowcharts to correct) using TQM principles."

*Tom Miller, Police Chief
City of Edmonds*

"I am working hard to pull it all together. It's tough, it's uphill, but I believe in myself and this district. Thank you."

*Bob Crater, Fire Chief
Walla Walla County Fire District # 5*

"Thank you for being a presenter . . . As you can see from the comments, your presentation was rated as outstanding by the participants."

*Myra Wall, Deputy Director
Washington State Criminal Justice Training Commission*

"We wanted to thank you for your excellent presentation. Your expertise is recognized and your ability to provide relevant information to the participants is appreciated."

*Kathy Gastreich, Safety Officer
Washington State Corrections*

"I appreciated your contribution to our conference so much! Your presentation was the highlight of the conference for me, and I only wish we had given you more time . . . I've thought about your comments to me at the end of the session . . . I continue to read over your materials and reflect about life. "

*Phil Sample, Fire Chief
Lake Oswego Fire Marshal*

"The classes that our staff has attended have been of high quality and very beneficial. It is truly building a team not only in our office but with other county administrative staffs."

*Jill Koepp, Court Administrator
Cascade District Court*

"Thank you for your support, inspiration, encouragement and friendship. You make me feel good by believing in me."

*Gretchen Pacqueway, Legal Assistant
Skagit Prosecuting Attorney*

"I appreciate all you did to help the commissioners through this process. I hope I get the opportunity to work with you again. You are very talented."

*Dave Crossen, Fire Chief
Pierce County Fire District # 3*

"I've always admired your 'content rich' approach to training. As always, if you need someone in state government to vouch for the quality of your work . . . feel free to give them my name as a reference."

*P J Braun, Training Manager
Washington State Department of Corrections*

"I very much enjoyed this class and hope to take more from Martha in the future."

*Renee Davis, Legal Counsel
Office of Public Defense*

"We sure enjoyed your seminar! . . . I had contact with five of the attendees this morning who all had good things to say about their experience at the training. Thank you again."

*Kay Steele, Executive Assistant
Kenai Peninsula Borough Emergency Planning*

"I would like to thank you for bringing your expertise in this area to my department. The comments on all three classes were extremely good. I will be contacting you later this year to see if and when you will be available to start this series over again. Thanks again."

*Art White, Fire Chief
Everett Fire Department*

"Thank you for coming and helping us to be a more unified division . . . It was great information and really opened everyone's eyes, but, as Bob put it, "It ain't going to be easy."

*Liz Long, Executive Director
Alaska State Department of Corrections*

"You and all that you taught me are in my thoughts and deeds daily. What I learned from our two days together not only affected my professional life, but my personal life as well."

*Gwen Prewitt, Director
Alaska State Parole Board*

"I just wanted to relay my thanks for the presentation you made to our management team today. Your style and quality of materials made the topic understandable and interesting. You have the gift of being a natural teacher, or at least making it look easy and natural."

*Larry Ankrum, Assistant Police Chief
City of Mountlake Terrace*

"The program was direct, dynamic, meaningful, and fun. Martha not only delivered excellent content, but her style, positive interactions with the participants, and high energy made the program meaningful."

*Christine Naceff, Training Manager
Oregon State Department of Corrections*

"Martha just a late note to say how much I appreciated the management class. We soon will be celebrating our first accomplishment. I look forward to a continued relationship."

*John Turner, Police Chief
City of Mountlake Terrace*

"I have had some good feedback on the class and about you. You are a good facilitator according to both Public Works and our guys. That is high praise because our guys do not like anyone."

*Art White, Fire Chief
Everett Fire Department*

"Thank you for a great day . . . I have been to many sexual harassment prevention classes in my career. Your delivery and ability to "focus" on the important kernels is really excellent."

*Mary Carol LaPalm, Administrator
Washington Office of the Court*

"Your professionalism and expertise provided our organization with the tools to truly make a significant difference for the future of the District."

*John Dolan, Administrative Manager
Snohomish County Fire District # 1*

"I wanted to thank you for coming to the Center. I think we all learned a little bit about each side of the coin. Thank you for your effort. Hopefully it will blossom and not wilt on our future."

*Robert Calhoun, Supervisor
Yakima 911 Communications Center*

"Thank you for your excellent presentation. Your expertise is recognized, and your ability to provide relevant information to the participants is appreciated."

*Burl Hook, Safety Manager
Washington State Corrections*

"The training was exactly what I'd hoped. I think the snappy presentation helped, but the information itself will result in many people approaching the whole evaluation process differently. That's worth a lot to me. Thanks again."

*Sally Hunter, Training Officer
Washington State Department of Patrol*

"Martha, your seminar at the Washington Fire Commissioners' conference was great . . . Very thought provoking and beneficial."

*Katherine Smith, Fire Commissioners
Marysville Fire District*

"Thank you for all the assistance, information, and encouragement. We found the session full of workable and badly needed suggestions."

*Steve Perry, Director
SNOCOM 911 Communications Center*

"Your willingness to coordinate our employee's participation into your training clearly demonstrated your professional dedication to your profession . . . The time and effort you expended on behalf of the Seattle Police Department is greatly appreciated and will not be forgotten."

*Janice Corbin, Personnel Director
City of Seattle Police*

"I truly appreciated your offer to help us improve. I was inspired by our meeting."

*John Walters, Police Chief
City of Mukilteo*

"This is greatly appreciated. Thank you very much. I enjoyed your sessions. The powerpoint's will help me to keep the information I learned fresh!"

*Terry Arola, Probation Director
Pine County Minnesota Probation*

"I am very impressed with the fact that you 'walk the talk' when it comes to customer service. It was definitely appreciated."

*Bryan McNaghten, Captain
City of Kirkland, Police*

"Our staff praised your presentation in many ways. I am glad that we asked you to speak on leadership and help us kick off eight more months of leadership development."

*Steve Perry, Director
SNOCOM 911 Communications Center*

"I don't know if I ever told you, but your words of encouragement and belief in me were, and continue to be, very special gifts. Thank you."

*Myra Wall, Assistant Director
Washington State Criminal Justice Training Commission*

"I was tired, but you gave me another glimpse of hope. Thank you for the inspiration."

*Sue Crook, Participant
Spokane County Fire District 8*

"It was very obvious to all who attended this class that Ms. Bryan had done extensive research on the subject. She not only knew the subject but presented it in an outstanding manner utilizing the training aides available to the fullest. Please convey our thanks and appreciation for the invaluable training and excellent presentation she provided. We can honestly say this is one of the best classes we have attended -- both with regard to instructor and subject matter."

*Roy Manner, Jail Manager
Snohomish County Corrections*

"Thank you Martha for your 'Customer Service' training! The entire department thinks very highly of your program and continues to utilize your methods in our ongoing effort to provide the best service possible. Thank you again from all of us."

*Allison Kimbal, Manager
Kittitas County Building & Fire Safety*

"Again thank you very much for the 'Leadership Challenges' training program. The comments and compliments were just outrageous. I just can't thank you enough!"

*Bill Harper, Director
Snohomish County Corrections*

"Thank you for presenting us with an educational and entertaining seminar . . . I received very positive feedback from those who attended and comments on what a pleasure you were to have as a speaker."

*Barbara Leander, Personnel Director
Skagit County Sheriff*

"...Through Martha's team building program and group meetings we got beyond the blame and non-communication situation we were in and began identifying the real problems that we were facing. This has brought us together as a unit. Had Martha not worked her magic with this organization I believe many of us would have been exploring other career opportunities."

*Wayne Wantland, Manager
City of Yakima 911 Communication Center*

"I've heard many favorable comments on your presentation. Keep up the good work!"

*Carol Crawford, Court Director
Benton County Juvenile Court*

"Police officers do not always make the best of audiences — especially when information is being presented that they do not completely agree with. Martha overcame this natural resistance and gave a professional presentation to a larger than normal group. We are confident that the information presented will benefit our entire department."

*Al Shelstad, Police Chief
City of Everett*

"Thank you for the valuable suggestions you provided for improving customer service. I am looking forward to reading your book this weekend. Continued success and enjoyment."

*Anne Compaan, Administrative Officer
City of Edmonds Police Department*

"Thanks for teaching the leadership classes for us. I enjoyed the classes and learned some good things."

*Glen Martinsen, Fire Chief
City of Everett Fire Department*

"Thank you for facilitating our retreat. I believe everyone came away with a deeper understanding of what challenges still exist within our organization . . ."

*James Sweetser, Prosecuting Attorney
Spokane County*

"Thank you so much. I look forward to implementing ways to love my job even more!"

*Stacey Ihlwe, Prosecuting Attorney-
Twin Falls County Prosecutor*

"I enjoyed your presentation at the Utah Association of Counties Conference . . . it helped me plan a strategy for improving customer service to my staff and constituents."

*Brad Slater, Sheriff
Weber County, Utah*

"Thank you for sending these so promptly. I enjoyed your presentation and look forward to reviewing your materials again!"

*Traci Green, Probation Director
Wabasha County Minnesota Probation*

Associations

"The comments and evaluations were excellent. The question I heard continually was, 'When can we bring her back?'"

*Roger Ferris, Executive Director
Washington Fire Commissioners Association*

"Please accept our deepest appreciation for your participation in our annual meeting. We have heard positive comments about your presentation. You were an important part to the success of the event."

*Mark Wilson, Treasurer
Oregon Fire Marshals Association*

". . . thank you for speaking at our conference. The time you put into your lectures were most appreciated. Your enthusiasm and efforts helped to make this event a great success once again . . . We couldn't have done it without you!"

*Neil Edgin, Conference Director
Washington State EMS Conference*

"Wow! That is what all the attendees were saying after your energizing presentation at our annual conference. My only regret is that you didn't have more time. Thanks so much!!!"

*Cristy Boisselle, Conference Director
Washington State Fire Administration Association*

"Thank you very much for the materials and presenting at our conference. You did a wonderful job."

*Sara Prigge, Conference Director
Minnesota Court Services Officers Association*

"Thanks for helping make the Idaho Sheriffs' Association meeting a success. I received many compliments on your presentation. Idaho Association of Counties contacted me about booking you as a speaker for their elected officials conference. You may be back in Idaho."

*Walt Femling, President
Idaho Sheriffs' Association*

"Thank you very much for the inspiring motivational talk you delivered to our AFSS group . . . Everyone enjoyed their time spent learning the helpful hints you offered . . . It is our good fortune that you name was given to us by our counterpart group from the State of Washington."

*Carol Abraham, Conference Director
California Fire Chiefs Association*

"Martha, thanks so much. I really enjoyed the class. I gained insight, techniques, and new colleagues. Now I need to practice, practice, practice!"

*Debra Latimer, Conference Director
Washington State Prosecuting Attorneys Association*

"I enjoyed your presentation. It was very lively and captured my attention at all times."

*Amelia Toe, Conference Planner
New Jersey Probation Assoc. / Judiciary Department*

"Your presentation was both lively and inspiring. We received numerous favorable comments -- great way to 'kick off' the conference."

*Kathy Amaral, Conference Director
Washington Fire Chiefs Assn. Admin. Support Section*

"From the sounds that I could hear through the wall, it seemed that the group was having entirely too much fun. I think that I missed out on one of the highlights of the conference."

*Rena Hardy, Conference Planner
Washington State Fire Chiefs Association*

"We have had good responses from the attendees. They said that they enjoyed your presentations and that you had some great things to offer."

*Dana Schell, Conference Director
Texas Assn. of Public Communications Officials (APCO)*

"From their comments, it is very clear that the information you provided was relevant and useful. The only complaint I heard was that we should have given you a WHOLE DAY!"

*Nancy Peck, Conference Director
Washington State Prosecuting Attorneys Association*

"Martha, thanks so much! I've forwarded your e-mails to those who asked for it. We all really enjoyed your presentation, and hope you enjoyed your brief visit to Wyoming. Thanks again!"

*Cara Moore, Conference Director
Wyoming Assoc. Public Safety Commun. Officials*

"We thought Martha was wonderful . . . I had a lot of people give positive words about her presentation."

*Shelby Brown-Overbeck, Conference Director
Illinois Probation & Court Services Association*

"Martha, I want to thank you for the autographed book. I have truly been enjoying it. I hope to instill the concept into my children as they seem eager to start making their own money!"

*Amber Castillo, Executive Director
Washington Prosecuting Attorneys Association*

"Your presentation educated and motivated participants to feel good about the job they are doing now and at the same time, see with new eyes. This was truly a gift to us. . .thank you."

*Myra Wall, Conference Director
Washington Corrections Association*

"Martha, you gave me such wonderful energy and a powerful want to be more uplifting in my job."

*Celeste Krobe, Conference Director
Minnesota Assn. Public Safety Communication Officials*

"Thanks again for doing such a fine job. I knew the afternoon group would be tough, but you did an outstanding job. We'll keep in touch for future training!"

*Carolyn Norris, Executive Director
Oregon District Attorneys Association*

"We had a very successful training program thanks to you. Comments were so positive. The evaluations are redundant. Many of the "Most Valuable" sections of the evaluation were your presentations — on both tracks."

*Nancy Isham, Conference Director
Washington State Prosecuting Attorneys Association*

"I attended the conference in Champaign, Illinois, and heard Martha Bryan speak. She is a wonderful speaker."

*Kathy Haldeman, Conference Director
Illinois Fire Service Secretaries Association*

"It was a delight working with you as well! The feedback we are STILL receiving is very very positive! I have heard nothing but great things of your presentations."

*Kent McIntire, Communication Manager
North Dakota Assoc. of Public Safety Commun. Officials*

"Outstanding . . . once again! According to the evaluations, you were excellent and obviously you were delivering what they needed to hear. Lots of capital letters . . . EXCELLENT!!! 'Bring her back for more training next time!' . . . those kinds of statements. What more can I say? Thank you for your time and energy in putting together and presenting a great training."

*Nancy Isham, Executive Director
Washington State Prosecuting Attorney*

For additional quotes or to inquire about our services, please contact us at:

BRYAN & BRYAN ASSOCIATES

3521 - 105th Place South East
Everett, WA 98208 - 4625
Ph: 425 - 337 - 1838 *** Fax: 425 - 338 - 4509
E-mail: bandb@bryanandbryanassoc.com

