

MARTHA BRYAN, BRYAN & BRYAN ASSOCIATES

QUOTES FROM CITY & COUNTY CLIENTS AND PARTICIPANTS

Cities

"Thank you for speaking at our conference. Your presentation was very informative, and I have received many positive comments on your presentation and the excellent information you provided."

*Alex Jensen, City Manager
Utah City Managers' Association*

"Your presentations were very successful. We were honored with your presence at our convention and look forward to working with you in the future."

*Bill Vogler, Executive Director
Association of Washington Counties*

"Thank you for giving our Institute a motivational boost with your "Creating Excellence" workshop. I wanted our attendees to feel energized by your workshop and the evaluations proved that you got the job done!"

*Debbie Bloom, Conference Director
Association of Idaho Cities*

"Your presentation was motivating, inspiring, and provided an important message. Thank you for sharing your experience and expertise."

*Ken Harward, Conference Coordinator
Association of Idaho Cities & Counties*

"Thank you very much for the material and thank you for attending our conference. You did a wonderful job."

*Sydney Fannesbeck, Executive Director
Utah League of Cities & Towns*

"It was great to get information to give us a little boost in our day - to - day events."

*Angela Richey, Executive Director
Utah League of Cities & Towns*

"I have personally received many positive comments from employees or their supervisors, either verbally or via electronic mail. Thank you again for conducting this training for us."

*Philip Hofmann, Personnel Director
City of Longview*

"Thank you for the additional information! I truly enjoyed your presentation and thought it tied in well with the other topics discussed that week. I only wish there had been more time allocated."

*Donna McMahon, Parks Officer
City of Grover Beach*

"Super job . . . You really connected well with the audience. The quality and quantity of material presented was ideal . . . I think you will find that in the evaluation summary. You have the highest rating of any speaker to date."

*Ken Irons, Personnel Director
City of Auburn*

"The positive comments I heard were certainly a credit to your style and message."

*Angie Chaufy, Personnel Director
City of Des Moines*

"I found our meeting most helpful. The materials you sent really clarified some things for me. Thanks for sending the information and keeping me in the 'know' about these matters."

*Barbara Fahey, Mayor
City of Edmonds*

"Thank you very much for the outstanding presentation on Friday. This was one of the best that I have attended!!!"

*Sue Vannucci, Municipal Clerk
City of Woodland, CA*

"Mrs. Bryan, Thank you for speaking the last day at the WMCA conference and giving out so many great tips!"

*Heidi Riojas, Municipal Clerk
City of Toppenish*

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

*John Walters, Police Chief
City of Mukilteo*

"Thanks for all the personal attention and for the obvious tremendous effort you have put in your program. Your binder is on my desk and I will be using it as a reference as we proceed with improving our work."

*W.D. (Bill) Eccleston, Personnel Director
City of Surrey, British Columbia, Canada*

"Martha was a great instructor! Martha Bryan was very interactive, personable and extremely informative. Good pick!"

*Steven Sawyer, Manager
City of Everett Public Works*

"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*

"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*

"Thank you very, very much. It is always such a joy to be in your classes."

*Jill Bragg, Manager
City of Fairfield, CA*

"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*

"...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 Communication Center*

"I enjoyed you and the conference at Bonney Lake. I found you to be pleasant, easy to understand, and you made the day fun."

*Val Bonner, City Clerk
City of Milton*

"Thanks for a wonderful presentation . . . As you can see from the enclosed evaluations, everyone enjoyed the program and learned something new."

*William Schatz, Customer Service Director
Tacoma Public Utilities*

"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*

"Our Staff and Council felt the guidance you provided will help us to reach realistic short and long term goals allowing us to move forward with those goals as the focal point when addressing the future of our City."

*Judy Schell, City Manger
City of Okanogan*

"From everything I have heard and the evaluations I have seen, you did a great job . . . Everyone walked away with tools that will help them in the future."

*Ada Beane, Personnel Director
City of Mount Vernon*

"We've heard from several of the attendees, including the mayor. They all had nothing but positive things to say about your training. Thank you."

*Ken Irons, Personnel Director
City of Redmond*

"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 Communications Center*

"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*

"Thank you for seeing the need for such a class and presenting it, and thank you for your time sharing and your generosity. I enjoyed our time together."

*Roberta Hanson, Manager
City of Everett Transportation Services*

"I attended your session on Creative Thinking and Problem solving at the recent conference in Long Beach. I thought the topic and your analysis was terrific!"

*Carol Gibson, Supervisor
City of San Clemente, California*

"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*

"Martha and Cristy, Thank you for sending this valuable information. We enjoyed Martha's presentation immensely at the IIMC Region VIII Conference. I will definitely keep in touch with you as a professional resource."

*Shaunna Lee-Rice
City of Tolleson, Utah*

"Martha, thank you so much for taking the time to send this information. It's already printed out and bound! I thoroughly enjoyed your program and look forward to attending again upon your return to Sacramento. Again, many thanks."

*Michele Hassett, Manager
City of Elk Grove*

"I wanted to thank you on an excellent retreat last Saturday. I thought the content and intensity were just about perfect. "I have had several Councilmembers call and express their appreciation for this investment in our future. Thank you again for the way you directed this effort"

*Bill McDonald, City Manager
City of Snohomish*

"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 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*

"A very special "Thank You" for your willingness to share your time, knowledge and resources with our employees. The more we learned, the more aware we were of the value of your generosity."

*Carol Hamilton, Finance Officer
City of Mukilteo*

"Your management was well received. Thanks again."

*Sue Koegel, Personnel Director
City of Anacortes*

"I want to give you a sincere thank you! The meeting was a success. You are a wonderful role model."

*Laura Dalla, Parks Manager
Delta, BC Canada Parks*

"Thanks, Cristy, It was at that conference where I first heard Martha speak and was blown away by her motivational words of wisdom – not to mention her humor. We shared some (very quick) quiet time to talk and she encouraged me to begin pursuing my "passion" of acting and motivational speaking. She was so kind to me and inspired me to do what I really wanted to do – at work – and outside of work, too."

*Bob Barker, Municipal Clerk
City of Newcastle*

"I wanted to thank you so much for coming to White Rock. You brought so much energy and focus to me. Again, thank you so much as I dwell on your words and stay focused."

*James Coleridge, Councilman
City of White Rock, BC Canada*

"Thank you for the excellent workshop. It was very informative and our staff gained a great deal of knowledge from it."

*Ken Winckler, Director
City of Marysville Public Works*

"Thank you for reawaking my search for setting my goals. Funny how much I had forgotten myself! You are a treasure. I am taking your advice."

*Rachel Olhava, Personnel Manager
City of Everett Personnel*

"I just wanted to tell you how much I appreciated your presentation. It's no wonder why you are so successful in what you do. You are a living example of what you preach and I am a huge believer in that. I am also a big subscriber to everything you talked about."

*Emily Campbell, Finance Officer
City of Manhattan, Kansas*

"Thank You. You were the inspiration and assurance I needed. Thanks again for listening Martha. You are a great inspiration."

*Emily Campbell, Finance Officer
City of Manhattan, Kansas*

Counties

"Thank you for all the time and energy you put into making this series of classes so successful and to adapt the class to our needs. From all reports, the class was a success."

*Richard Smith, Information Services Director
Snohomish County Information Services*

"Thank you for facilitating our retreat. I believe everyone came away with a deeper understanding of what challenges still exist within our organization. We will use the list of how Jim Sweetser can assist employees as an agenda for action. A more visible, sensitive, and interactive approach to leadership is needed to move the organization forward."

*James Sweetser, Prosecuting Attorney
Spokane County*

"Thank you for leading the staff in the Customer Service training . . . The comments on the seminar evaluations indicated that staff was very pleased with the training and that they appreciated the ideas you presented..."

*Barbara Gelman, County Council
Pierce County*

"The project's success will be a direct reflection of the dedication and total commitment you have demonstrated. It certainly has been a pleasure working with you."

*Dennis Scott, Public Works Director
Spokane County Public Works*

"Thank you for your presentation to our Sewer District. I had no negative comments, but plenty of positive feedback on the way you presented the materials."

*Dick Fitzwater, Manager
Kitsap County Sewer District*

"Your energy, enthusiasm and knowledge of communication skills and styles made the seminar enlightening. We were very fortunate to have you share with us."

*Kathy Jurgens, Manager
Kittitas County Public Services*

"I apologize for the delay in thanking you for spending the time with us . . . We rate your workshop very good; time well spent."

*Mary Gaboury, Manager
Jefferson County*

"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*

"I want to extend our appreciation for your presentation at the conference. It is always a pleasure working with you and this conference was no exception. Your keynote address was exactly what we had hoped for."

*Nancy Tam-Davis, Training Director
Pierce County*

"I enjoyed your class. It was very informative, taught well, and exceeded my expectations. You are a credit to this training program."

*Tom Cowper, Park Ranger
Snohomish County Parks & Recreation*

"Office staff have been enthusiastic in their praise of the course and your presentation of the materials. Their morale and spirits have been raised and they seem to have a new sense of joy and commitment to their jobs."

*Kay Anderson, County Clerk
Snohomish County*

"Thanks Oodles! I read the evaluations and our folks just love you! Our operations manager says he hears only praise about your training."

*Ann Marie Jehle, Manager
King County Metro*

"Thank you for an energizing constructive session. The ideas you shared will keep me busy. You answered far more than the questions on my list. Thank You!"

*Marianna Conner, Director
Snohomish County Human Services*

"The participants' responses were very favorable. The material presented was helpful and the participants enjoy your presentation style. It was a pleasure working with you."

*Erin Neff, Training Manager
Kitsap County*

"Martha's sessions are very powerful and valuable. I have enjoyed them and plan to attend others."

*Josie Ang, Parks Manager
Los Angeles County*

"We were very pleased with the course content and the quality of instruction. Thank you for making training classes such as these available to our employees."

*Ernie Berg, Engineering Manager
Snohomish County Community Development*

"This is the best workshop that I have attended. Martha did a very good job in presenting the material. I recommend this program for all managers and supervisors."

*Joe Trimm, Training Officer
Snohomish County Public Works*

"Office staff have been enthusiastic in their praise of the course and your presentation of the materials. Their morale and spirits have been raised and they seem to have a new sense of joy and commitment to their jobs."

*Kay Anderson, County Clerk
Snohomish 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*

"Thank you very much for facilitating our retreat. You possess the unique ability to get a diverse group of people working towards a common purpose . . ."

*Jim Gorman, Drug Prevention Director
Snohomish County Human Services*

"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*

"Thank you for a job well done on the training. I enjoyed every minute of it, and it helped."

*Barbara Cruver, Administrative Assistant
Snohomish County Human Services*

"A vote of confidence and a bravo for Martha Bryan who continually does a superior job of facilitating good sessions. Martha brings honest and warmth with her and therefore the classes are comfortable and yet stimulating."

*Barbara Cruver, Administrative Assistant
Snohomish County Human Services Department*

"Thanks for the food for thought conversation that we had. Some of your questions have given me a chance to reexamine my life."

*Joan Danielson, Workforce Counselor
King County Workforce Training*

"I wanted to thank you for your training efforts with our teams . . . You have a unique perspective on the personnel function and trends in this field."

*Janet Rantz, Personnel Director
Jackson County*

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

*Carol Crawford, Court Director
Benton County Juvenile Court*

"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 attended the Time Management training taught by Martha Bryan. This was the best class that I have attended. This training will make me a much more valuable and productive employee. She did an excellent job in presenting the materials to employee."

*Joe Trimm, Training Officer
Snohomish County Public Works*

"Thank you for both classes . . . A job well done. I plan to put several things I learned into an action plan."

*Carol Stahl, Administrative Assistant
Snohomish County Planning Department*

"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, thank you, thank you! Your classes were my favorite part of the conference and just what I needed."

*Barbara Mortensen, City Manager
Bingham County, Idaho*

"Thank you for your presentation. Evaluations showed you were well received and had excellent information to share. Thanks again."

*Charlotte Carter, Conference Planner
Douglas County Inter-Agency Training Network*

"The project's success will be a direct reflection of the dedication and total commitment that you have demonstrated. It certainly has been a pleasure working with you."

*Dennis Scott, Public Works Director
Spokane County*

"The vote is in — both sessions were complete successes!!! Everyone left with something. But most important — we started to become a 'department'."

*Greg Gifford, Public Works Director
Kittitas County*

"You are the "best" of Snohomish County. My boss was never very interested in classes, but since he had your communication class, he thinks they are great. Come back soon to teach us again."

*Joyce Griggs, Accountant
Snohomish County Finance*

"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 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*

"Met class and my objectives. Very direct, specific, no nonsense. Excellent instructor! Learned and enjoyed myself in the process."

*Dr. Juana Royster, Director
King County Cooperative Extension Agent*

"It was a real pleasure to participate in your workshop . . . Your energy, material and presentation motivated me to call you for additional information."

*Denise Hollis, Conference Planner
Pierce County Community Services*

"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*

"Joe Coleman and Joe Hattendorf recently attended the interviewing skills class presented by Martha Bryan and were very pleased with the course content and the quality of instruction. Thank you for making training classes such as these available to our employees."

*Ernie Berg, Director
Snohomish County Community Development*

"Thank you for letting us know that we are doing some things right and for providing guidance on how to continue to improve our team and services. Great program! We are already using some of these methods now, and yes, they are working."

*Randy Carbary, Manager
Kittitas County Transportation & Traffic Safety*

"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 very much. You did a great job . . . you are so smart to include humor with your presentation. (I loved it!)"

*Wayne Smith, Attorney
Pierce County Prosecuting Attorney*

"Thank you so much for the training you provided for us yesterday. The feedback has been very positive."

*Angie Clark, Personnel Director
Grant County*

"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*

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

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