

MARTHA BRYAN, BRYAN & BRYAN ASSOCIATES

QUOTES FROM STATE AGENCY CLIENTS AND PARTICIPANTS

"This is just a note to let you know how well received your presentations were at our spring conference . . . Thank you. We appreciate the time and energy you put into that day."

*Phyllis Halliday, Deputy Director
Washington State Gambling Commission*

"Martha was awesome! So much knowledge and information in such a small package."

*Melanie Griffith, Administrative Manager
Washington State Attorney General*

"Thanks for the material. I really enjoyed your presentation."

*Sharon Cherry, Procurement Officer
Florida State Procurement and Supply Department*

"Martha, I wanted to thank you for such an entertaining and valuable training session. I valued the time and often try to take from those that come across as great teachers. You are one of those. You appeared to give genuine quality attention to every student in the class which is a real skill worth acknowledging. I have already recommended you to my peers for future trainings should they have the opportunity."

*Kenneth Corwin, Park Manager
Washington State Department of Fish & Wildlife*

"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*

"Martha's style is perfect. Great at keeping your attention and conveying the message. I finally have the tools I need to make a game plan. Great Course"

*Nathan Gibson, Manager
Washington State Department of Information services*

"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*

"This course had some great new thoughts and twists. High energy! Good tolerance for all points of view."

*Melanie Jenner, Training Participant
Washington State Department of General Administration*

"Thank You - for a real person presenting herself in a confident, competent and credible manner. The tools and skills acquired in this course will be helpful in all aspects of my life."

*Janine Rhone, Accountant
Washington State Department of Finance*

"Thank you for taking part in our EMS and Trauma System Conference. Your participation was a big part of making it a success. Best wishes and thank you again!"

*Sandra Dlugosz, Manager
Washington State Department of Health*

"Thanks for challenging me and giving me a few revelation moments. I have worked on personal growth since I was 18 and realized I was responsible for myself and the kind of person I would become in this world. Your training reached me at the level of my own maturity and gave me new growth opportunities. Thanks for your investment in growing ourselves."

*Marie Griffith, Legal Assistant
Washington State Attorney General*

"Found things to be true that I never thought about before. Very energetic, informative, interesting."

*Elizabeth Oest, Social Worker
Washington State Dept. of Social & Health Services*

"Course was very helpful in coming up with solutions to everyday issues. Martha kept it energetic, fun, and real. She had actual solutions without all the fluff."

*Aimee Howard, Auditor
Washington State BIIA*

"I know I have been needing to change for a number of years. I have always felt they have to. This class was wonderful because now I want to change. Thank you, Martha."

*Traci Alexander, Administrative Assistant
Washington State Department of Agriculture*

"I enjoyed your training -- found it informative and was glad you came to the Peninsula . . . you made the class entertaining and covered a lot of information in a short period of time -- thank you!"

*Helen Donahue, Legislative Aid
Alaska State Legislature*

"Good Materials. Information was presented in an entertaining, humorous way. Good, real-life stories. Made everyone feel valued."

*Renee Corso, Participant
Washington State Department Hearings Board*

"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, we enjoyed your program very much and look forward to reading your book. It is my hope that we will be able to ask you back at a future date. It was good to "sample" so many topics in one meeting. I would like to thoroughly investigate just one or possibly two topics at our next meeting."

*Jane Langlois, Manager
Oregon State Transportation Department*

"Thank you again for providing the Leadership training. I learned a lot from you. I hope someday I will have the opportunity to take another one of your classes."

*Debra Burger, Training Participant
Oregon State Department of Transportation*

“This is the best training classes I have attended. I highly recommend all employees attend this class and given by this instructor . . . Thank you. You are excellent at what you do.”

*Sylvia Bailey, Training Participant
Oregon State Department of Transportation*

“Martha, this might be destiny or fate, whichever we may call (smile). I am working with my boss with three specific assignments in a mutually acceptable time schedule in open communication. My meeting with your training was so perfect; almost I feel it was meant to be that way. Your training is full of wisdom in business and LIFE.”

*Tsuneko Thompson, Assistant Manager
Washington State Department of Printing*

“Thank you so much for a very interesting leadership conference. I appreciate so very much the meetings and leadership materials.”

*Leveta Ray, Certified Public Accountant
Arkansas State Board of Public Accountancy*

“Thank you for your presentations. Your messages were well received and needed. I hope I can be a participant in your future presentations.”

*Judy Poelle, Conference Planner
South Dakota Department of Social & Health Services*

“Old management should have to be retrained for current human resources and management skills by taking this class!!!”

*Brooks Salazar, Training Participant
Washington State Department of BIA*

“I have taken many ‘supervision’ courses in my career. This course is number one on giving practical implantation skills in the real world. I liked the extra materials provided by Martha.”

*Melissa Rohwedder, Programmer
Washington State Department of Information Services*

“Thank you for giving an entertaining and informative presentation. Our staff is asking to have you back, so I expect I’ll be in touch.”

*Mike Govro, Director
Oregon State Department of Agriculture*

“Martha is a wonderful instructor who encourages participation and gives us many different experiences as examples to what point she is making. Her course was not boring. She is an awesome instructor.”

*Gaylyn Barr, Training Participant
Washington State Department of Secretary of State*

“Martha is an inspiration in her approach to the subject matter. I appreciate that she speaks to people being responsible for how they communicate and how they feel about themselves. The focus on self-improvement and self-control is refreshing.”

*Janine Rhone, Training Participant
Washington State Department of Financial Institutions*

“Martha has a wonderful sense of humor. I’ve been in another one of her classes. She is the best . . . always interesting and always insightful. Thank you!”

*Linda Windham, Training Participant
Washington State Department of Revenue*

“Martha’s energy was contagious! She knows how to engage the participants — when to mix things up — and, when to give a break.”

*Janet Shimabukvro, Legal Secretary
Washington State Attorney General*

“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*

“Martha, I really enjoyed your course today and really appreciated your motivational message along with the practical methods to manage the use of time. Thanks again for the great course.”

*Brent Morris, Training Participant
Washington State Government*

“Thank you very much for customizing the program for our safety committees. I’ve already heard a kudos and it’s only 10:30 on the morning you’re still teaching! :) You and Christie are WONDERFUL to work with in so many areas. Your flexibility, your ability to customize training for the audience, your expedient customer service, etc, etc, etc. I appreciate you two very much!”

*Lori Banks, Safety Officer
Oregon State Department of Transportation*

“Thank you, Martha. You were great! The training was well received and we very much appreciate your efforts.”

*Cathleen Callahan, Director
Washington Public Employee Relations Commission*

“Martha, Thank you. We appreciate the service you offered us. Thanks for the wonderful presentation and good information.”

*Diane Tucker, Personnel Director
Washington Public Employee Relations Commission*

“Thank you very much Martha. I especially appreciate your warm and sunny disposition, as well as your breadth of knowledge and experience.”

*Pat Aga, Training Manager
Washington State General Administration*

“Martha’s energy was contagious! She knows how to engage participants, when to mix things up, when to give a break, etc. I will use these skills to coach and mentor my managers and supervisors.”

*Janet Shimabukuro, Training Participant
Washington State Transportation*

“I was one of the attendees of a class you conducted in March, and, as you can read below, I absolutely loved it and wanted to share as much as I could with the rest of my department. Your class changed how I approach client services.”

*Sharrie Yates, Social Worker
Washington State Dept. of Social & Health Services*

“You are a wonderful speaker and teacher. I left the class encouraged about my personal strengths and challenged to improve the skills I need to develop.”

*Annie Anderson, Training Participant
Washington State Department of Transportation*

“Thank you so much for your instruction. You have provided me with new skills and insight. I appreciate the planting of ideas for my career. My life will continue to be richer from knowing you!”

*Nancy Thompson, Supervisor
Washington State Department of Transportation*

“Excellent content, good flow, relevant personal experiences. Well focused, enjoyable demeanor. I will be more prepared when dealing with difficult employees.”

*Eric Shoblom, Park Ranger
Washington State Department of Fish & Wildlife*

“Full of energy. Lots of great Information.”

*Charity Fowler, Participant
Washington State Dept. of Social & Health Services*

“I learned many tools from Martha. She is a wonderful instructor and takes the time to connect with each participant.”

*Sarah Rumley, Training Participant
Washington State Gambling Commission*

“Relevant, great materials! Dynamic speaker, knowledge, excellent delivery. Nice mix of visual interactive participation and handout.”

*Diane Pabich, Training Participant
Washington State Department of Employment Security*

“Excellent Training! Learned a lot. Martha had participants engage in the learning and develop plans for corrective action.”

*Dahl Kim, Social Worker
Washington State Dept. of Social & Health Services*

“The class was exactly what I needed at exactly the right time. It’s been many moons since I have attended training that was so useful.”

*Janet Olson, Legal Assistant
Washington State Attorney General*

“I greatly enjoyed your class, and I appreciated your enthusiasm for ‘taking care of # 1 versus the usual ‘getting by till ‘65’ attitude. You are planting seeds of greatness in your unsuspecting students!!”

*Brandon Hallsted, Engineer
Washington State Department of Transportation*

“It was a pleasure listening to your wonderful encouraging and motivating talk. The part I received the most out of was the section titled ‘It’s a matter of balance.’ Please come again.”

*Sandra Wright, Procurement Officer
South Carolina Bureau of Business Management*

“Martha’s style is perfect. She is great at keeping your attention and conveying the message. Great Course!”

*Nathan Gibson, Liquor Control Officer
Washington State Department of Liquor Control Board*

“You have such a wealth of knowledge and a lot of material . . . I must admit, I was somewhat overwhelmed! However, I am already putting some of the basics from your course into good use. Thank you again.”

*Thomas Waller, Engineer
Washington State Department of Transportation*

“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*

“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*

“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*

“My life has drastically changed since your class and I’m filled with hope and excitement about the future.”

*Nancy Jacobski, Training Participant
Washington State Department of Revenue*

“We are so impressed with your knowledge and understanding of these areas, we would like for you to develop the curriculum for one of our academy workshops.”

*Jayne Crisp, Training Manager
South Carolina Office of the Governor*

“Your overview of quality management for our senior managers certainly helped us all form a basic understanding of the subject . . . You can be sure we will utilize your expertise as we start the continuous improvement journey.”

*Ed Hidano, Director
Washington Dept. of Health & Rehabilitative Services*

“Thank you - I did indeed enjoy your class, and glad you were able to visit us in Tallahassee, home of our Seminoles and new Governor. Take care.”

*David Donaldson, Purchasing Officer
Florida State Procurement and Supply*

“These are great tools, thanks for sharing!”

*Sasha Doney, Park Manager
Washington Department of Fish and Wildlife*

“Thanks again for a great start of our week. I too have heard encouraging comments. I will be sure to keep in touch. You’re at the top of my list for future training along these lines.”

*Paul Edwards, Deputy Director
Washington State Housing Finance Commission*

“Martha’s exceptional understanding of leadership qualities and challenges is reflected in the content of her training classes. Her training consistently provides the information, tools, discussions and activities that employees need to develop their leadership skills. Martha is a talented and knowledgeable training professional who always strives to help participants reach their full leadership potential.”

*Beverly Morgan, Training Manager
Oregon State Department of Transportation*

"When state folks needed help the most, you collectively were there. You were there, in part, because it's your avocation. It's your profession. It's what you do. But, way beyond just being there, you provided just the right 'medicine'. You were effective; You made a difference. And that was because of your passion and compassion and because you cared. So, thank you for all of your help. You have my gratitude. Thanks for such a gift."

*John Roberts, Personnel Director
Washington State Department of Personnel*

"The training was good and fun . . . Martha is a delight to be sure."

*Marie DeLong, Deputy Director
Washington State Department of Historical Society*

"She continually meets or exceeds our expectations in tailoring the content and delivering the programs. Martha is delightful to work with, very interested in the course evaluations, and eager to make changes if there is any indication that changes would improve the course content."

*Charlene Witczak, Personnel Director
Washington State Department of Ecology*

"I continue to find many ways to apply what I learned from you. Thanks."

*Kathy Lehtola, Deputy Director
Washington County Transportation*

"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*

"I truly enjoyed your presentation on Friday. Thank you!"

*Gerrie Becker, Purchasing Manager
New Mexico State Dept. of Information Technology*

"I can truly say I enjoyed your class. You honestly made me think of some changes I can make that are subtle and may help my staff get past the old baggage they are carrying from the last administrator's regime . . . You received rave reviews from all those who attended your classes (just in case you were not told)."

*Viola Cain-Taylor, Social Worker
Washington State Dept. of Social & Health Services*

"I just wanted to tell you how much I enjoyed your class . . . I'll be sure to utilize the tools we went over to better manage my time, at work and especially at home. Your program was the kind of motivation and direction I've been attempting to discover to get my rear in gear . . . Thanks again."

*Todd Kramer, Engineer
Washington State Department of Transportation*

"Very useful information. I have gained insight on how to deal with specific styles of employees and learned more about my own style. The interactive time with other supervisors and the brainstorming of situations is the best part of the program."

*Jack Coleman, Investment Officer
Washington State Department of Investment Board*

"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*

"Martha! Thank you for providing the materials. I thoroughly enjoyed your class and have already begun working on putting the new skills into practice. Thank you for a great learning experience. I hope to take a class with you again."

*Andrea Moss, Executive Assistant
Oregon State Dept. of Pollution Liability Insurance*

"Thank you for the role you played in the success of this conference. Your presentations were a big success. You gave individuals a lot to think about. It was wonderful meeting you and I hope we have the opportunity again in the future to work together. Thank you again for making our conference a success."

*June Eanes, Transportation Director
Virginia State Department of Education*

"I very much enjoyed hearing you speak at the banquet and having time to talk with you. I look forward to reading your book."

*Lana Seivers, Superintendent
Tennessee Department of Education*

"Your presentation, 'Self-Managing Work Teams', brought some new information to us about this fairly new concept. Thanks for sharing your knowledge and expertise. We look forward to working with you in the future."

*Kay Wilson, Personnel Manager
Oregon State Dept. of Safety & Health Administration*

"Thank you for delivering the keynote address. We heard very positive comments about your sessions . . . It's been great working with you."

*Kathy Davis, Conference Director
Washington State Office of Financial Management*

"I wanted to personally 'THANK YOU' for today's class. I learned a lot of self-talk phrases that will aid me in maintaining positive thoughts . . . it was definitely a confidence builder . . . Your instruction today was very energizing and I will have you know that you have made a very positive influence in my professional life. Thank YOU!"

*Priscilla Martinez-Mejia, Human Resource Officer
Washington State Department of Personnel*

"Thank you very much. I really enjoyed your class yesterday."

*Sabine Guenther Meuse, Social Worker
Washington State Department of Health*

"Thank you so much Martha for not only this information but the class as well. It is very valuable information that I am now sharing with my co-workers and supervisor! Thank you again!"

*Sharrie Yates, Participant
Washington State Dept. of Social & Health Services*

"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*

“Martha, thanks for opening up my eyes. Your course has shown me that I always had the tools to overcome and get through what seemed impossible, but didn’t have a way to express it to my family or colleagues. Thanks for helping me see things in myself and in my behavior that I need to address, specifically setting goals and appreciating my job and most of all family and friends.”

*Donna Murray, Auditor
State of New Jersey Auditors Office*

“I like the workbook. The empty spaces to be filled in helps keep people more aware and helps to remember the information better. It is an awesome workshop. Martha, it is always my pleasure to be in your training, cool conference, any place with you.”

*Kathy Giesbrecht, Safety
Oregon State Department of Transportation*

“Thank you for participating in the forum. I have heard many positive comments about the presentations.”

*Marty Brown, Director
Washington State Office of Financial Management*

“A wonderful reminder and education on how important customer service is. I even felt refreshed and had energy at the end of the day. Hope to attend another of Martha’s class soon.”

*Jutta Martin, Training Participant
Oregon State Department of Transportation*

“Great teacher. Great class and information. Learned how to deal with customers in a positive way, and how to really listen to what someone is saying to you.”

*Carol Krane, Training Participant
Oregon State Department of Transportation*

“I really enjoyed the class. It was enlightening and I realized some things about myself that may have me looking at a different career path. Thanks for the class. I was a last minute write in due to an associate’s mistake in planning. But, I guess there are no real mistakes.”

*Barbara Vanieur, Training Participant
Oregon State Department of Motor Vehicles*

“Thank you very much for your time, energy and compassion. I learned things that I will apply to our daily work. I will be better for what you taught us, and I look forward to using our new skills. Thanks for the great class.”

*Benny Grant, Transportation Manager
Oregon State Department of Transportation*

“Thank you Cristy for sending the printed materials from Martha’s sessions at CPRS. I enjoyed her sessions and thought her style was informative, funny, and straight from the heart.”

*Julie Mark, Community Service Manager
Utah State Department of Community Services*

“I had the pleasure of attending Martha’s customer service training last week and I enjoyed my time with Martha so much that I am wondering if she does motivational speaking? I am interested in what her schedule is like for the future and what the cost would be.”

*Marci Thietje, Services Officer
Health and Recovery Services Administration (HRSA)*

“Thank you for your e-mail. I greatly appreciated the training and have been referencing it to my colleagues here at DOR. Have a great day.”

*Jeff Nelson, Auditor
Washington State Department of Revenue*

“The training class with Martha was great, I had not been to a training class for quite some time and she kept us on track and was great with all questions asked, truly a great trainer.”

*Jane Logan, Program Manager
Washington State Department of Information Services*

“Thank you for the material. I can really use it to go along and get along with my co-workers. I so appreciate your enthusiasm and knowledge in the field of interpersonal relationships. Thank you again for your expertise and willingness to share.”

*Colleen Cervantes, Training Participant
Oregon State Department of Transportation*

“Thank you! Your training was indeed well worth my time. I really enjoyed it!”

*Derin Gibson, Administrative Manager
Domestic Violence Prosecution Center*

“Martha, I want to personally thank you for having that shoulder that I lean on. It is good to have friends like you.”

*Pamela Bourgault, Training Participant
Washington State Department of Transportation*

“Super class. Very useful. All content useful with great instructor who was able to keep the whole class interested. Wouldn’t change anything about the class.”

*Marvin Everson, Maintenance Manager
Oregon State Department of Transportation*

“This should be a required course for all employees. Absolutely excellent. I will always take needed courses by this instructor.”

*Tina Carr, Supervisor
Oregon State Department of Transportation*

“I have been sharing the concepts of your training material that we received in class -- I was so impressed and thought the material was so informative that I showed the charts and work sheets to my coworkers. Thank you!”

*Phil Johnson, Training Participant
Washington State Department of Transportation*

“Thank you for your wonderful presentation and for sending this material. And thank you for being so flexible at the beginning of your presentation. All reviews have been excellent, regarding the presentation and the information learned. Now we need to do the hard work of changing behaviors to apply the many gems you shared.”

*Joann Hagen, Nursing Manager
Alaska State Department of Health*

“Good Materials. Information presented in an entertaining, humorous way. Great sense of humor. Well organized. Made everyone feel valued.”

*Renee Corso, Social Worker
Washington State Dept. of Social & Health Services*

"Thank you Martha. Great Class. I learned so much and you reinforced the old and you gave me new ideas. Thank You!"

*Cheryl Martin, Legal Assistant
Washington State Attorney General*

"Your quality improvement seminar was most informative and enjoyable. I appreciated the fast-paced but clear presentation."

*Carol Knobel-Ames, Social Service Manager
Washington State Dept. of Social & Health Services*

"I received so much knowledge from the classes. I have attended from you. You are by far the best instructor I have seen. I have talked to several people about you when returning from your classes and everyone seems to agree with me, so you must be doing something right. Keep on truuuuuucking!!!!"

*Patsy Michael, Training Participant
Washington State Department of Gambling Commission*

"I really enjoyed your class as well as others in my office. Thank you so much for sending the material. I have some interesting reading."

*Augustine Jackson, Participant
Louisiana State Department of Administration*

"Training was good (and fun) and Martha is a delight, to be sure."

*Marie DeLong, Deputy Director
Washington State Historical Society*

"Martha is a great instructor. I really enjoy her classes."

*Tammy Wylie, Training Coordinator
Washington State Department of Transportation*

"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*

"I trust and respect your philosophy. I really enjoy your classes, enthusiasm, energy and demeanor."

*Mark Stratton, Manager
Oregon State Department of Transportation*

"I want to make sure I take the time to say 'thanks'. You are definitely a plus for our management training. I always feel confident when I refer your name that you will put your best foot forward in working with our clients."

*Judy Story, Program Manager
Washington Management Services*

"I always enjoy your presentations. You drop 'gems' throughout the program."

*Christie O'Laughlin, Quality Manager
Washington State Department of Agriculture*

"Thank you for your valuable presentation. We enjoyed your presentation. The comments were very positive, and I think every one of us in attendance will be able to directly use the information in your office."

*Antoinette Ursich, Senior Attorney
Washington State Attorney General*

"Thank you so much for making the training an enjoyable experience for me. I found several tools which I plan to use immediately. Thank you again for making this class such a motivating and exciting two days."

*Su Bixler, Office Administrator
Washington State Department of Transportation*

"My life has drastically changed since your class and I'm filled with hope and excitement about the future."

*Nancy Jacobski, Conference Planner
Washington State Department of Revenue*

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

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