

[External] Re: Feedback for Heather Alden
PatrickO [PatrickO@rccb.osis.gov]

To:

Ms. Widlake, Dina [USA]

Tuesday, June 19, 2012 6:06 PM

It is a pleasure to provide you feedback on Heather Alden. As OSC's Director for Analysis and a Corporate Board member, I am one of those overseeing and providing input into Heather's work on our New Employees Training Program.

By way of background, I have not always been satisfied with the quality of instruction OSC has received from your organization (I relayed this feedback to the relevant BAH project manager), so I take a critical look at the talent applied to OSC work and the value it delivers. My standards are high, and Heather surpasses them. She is fantastic.

Among her strengths, from my perspective:

- Heather is an excellent communicator with a very poised and articulate delivery. She has excellent presence and poise, whether in the classroom or briefing the OSC Corporate Board. In a group, be it students or senior OSC managers, Heather portrays a sense of competence and confidence. She is in charge and she fosters trust.
- Her organizational skills are outstanding. Heather manages a course with many moving parts, yet appears to be in control of each part and how it fits into the bigger picture. She also demonstrates the agility necessary to respond quickly to feedback and hone specific segments of the course without losing the overall flow or impact.
- Heather appears to be an excellent problem-solver. She can take a requirement and effectively negotiate any obstacles that threaten to obstruct progress. She also seeks feedback and looks for ways to improve the course she oversees on a continuous basis. It is clear to me that she has gone the extra mile to ensure things run smoothly when she is away on maternity leave. In addition to competence and commitment, her attention to the operation of the course in her absence demonstrates an "ownership" of the course to her clients, something we value highly.
- Finally, Heather enjoys a good rapport with those whom she trains and with whom she interacts. She appears to genuinely take pride and satisfaction in the accomplishments of her students and shares the objectives of the contract sponsors. Her enthusiasm raises the performance level of the students.

In sum, the work Heather does for OSC is crucial to the success of the organization and represents one of the most important investments OSC could be making in its future. I consider us fortunate to have someone of Heather's calibre overseeing this effort.

PatrickO
Director for Analysis