



Ortho-McNeil Janssen  
Pharmaceutical Services

Division of Ortho-McNeil Pharmaceutical, Inc.

Jim,

My staff and I participated in your workshop on June 1st and 2nd and over the past 20 days we have been JIMPACTing every day. For me personally your help couldn't have come at a better time. The following two weeks after your class I traveled the country making presentations to our VPs, Senior Directors, Regional Directors and District Managers. I started off each presentation by being the story and as I went through my presentation I kept remembering back to your class (be big, hold your fingers up when talking about things less than five, focus on someone when telling the story or making a point, etc). My presentations went off without a hitch and I received great feedback. This was the first time that I went back to my seat after the presentation and my boss said there was not one thing to improve on. I owe it to you.

As far as my Trainers, they have JIMPACTed our three-week training classes. We have posters and quotes that are framed and hung at angles, we have quotes on chairs and the floor, we roll dice for breaks, play music before class and after class, sneaky reviews and more. We recently appointed someone as our JIMPACT coordinator to share ideas across the Pharma companies so that we can all benefit from the creative ideas.

Going forward we are building a training class for our representatives that have been in the field for about a year to come back for a week and take a deeper cut into all areas of their skills. In the process of building this class, we have put JIMPACT ideas in our leaders guides so that it doesn't matter who is facilitating, they must use the JIMPACT ideas.

Jim these are just a few of the many ways you have helped myself and my team improve personally, but also in a manner that will have a positive impact on our training classes. I say this because our training classes have approximately 75 plus people and we have classes every 4 to 5 weeks. Quick math will tell you that we will have trained over 40% of the company this year so everyone that has been trained since June 1st has been JIMPACTED.

Thanks again for the help and if you have any other resources or aids that you can pass along please do so.

Regards,

Scott Tinkel  
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