

**THE FEDERAL JUDICIAL CENTER**  
**THURGOOD MARSHALL FEDERAL JUDICIARY BUILDING**  
**ONE COLUMBUS CIRCLE, N.E.**  
**WASHINGTON, DC 20002-8003**

Kate Lynott  
EDUCATION DIVISION

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December 22, 2005

Robert Schout, President  
PowerSkills Training and Development , Inc.  
8841 Gaston Parkway, Suite A  
Dallas, TX 75218

Dear Bob:

On behalf of the Federal Judicial Center, please accept my thanks for your invaluable contributions to the Regional Symposium for Experienced Supervising U.S. Probation and Pretrial Services Officers. When I attended your session at the American Probation and Parole Association conference in Orlando, Florida 18 months ago, I was certain you would be a good fit for our target audience of federal probation and pretrial services officers. And I was right! Through the planning sessions with the workgroup, the pilot program in Nashville last May, and the train-the-trainer, you have exceeded my expectations.

First, about the planning process: You listened to what we wanted to accomplish, asked insightful questions, helped us clarify our goals, and suggested specific pieces from your repertoire that you thought would work. While your main focus was to be the session on "Leading with Maturity and Passion", you continued to brainstorm ideas for the other three sessions. You understood the importance of all four sessions complementing one and other

At the pilot: Your training session received the highest possible marks from a very demanding group. Your energy (legendary now) was matched only by the meaningful content. Your simulations and exercises were absolutely on point. You easily related the information to them and their jobs. You are clearly a master at debriefing the exercises in such a way that the learning was powerful.

Throughout the training, you worked with my very inexperienced faculty, providing on-going feedback, suggesting new exercises, sharing your ideas freely and constantly listening and observing. Your report to me about the strengths and weaknesses of the entire program helped us reinforce the good parts and make changes as necessary.

At the train-the-trainer: It takes real talent to train trainers so they understand not just the content, but what happened, why it happened, and how they will be able to use the information. You helped turn presenters into facilitators. And, again, you worked with us to make the program even better.

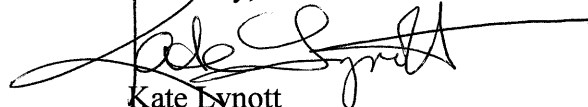
The first real program: Because of a family emergency, I was unable to attend the Houston program in November. You took the lead, briefed my colleague on what should be done, worked with the new faculty to ensure they were prepared, and again put on an outstanding session for the supervisors.

The evaluations have been consistently excellent. Participants use the words "enthusiastic..high energy...persuasive...excellent presenter...knowledgeable...great motivator" in their evaluations. But beyond the initial evaluation sheets, they are required to complete a post-symposium project. It is in those reports that we know that they didn't just enjoy your presentation; they have put the skills and principles into practice. They are using, among other new skills and tools, opportunity thinking, and B.A.S.K. They are replicating the mine-field exercise. They are working on becoming more positive, listening to their officer's concerns, and looking for new ways to deal with difficult issues.

Through these programs we are making an impact, making a difference. I applaud you. I thank you. You don't just talk about servant leadership. You demonstrate it in your work.

May you have a wonderful Christmas and New Year. I truly look forward to working together over the coming years.

Sincerely,

A handwritten signature in black ink, appearing to read "Kate Lynott", with a long horizontal flourish extending to the right.

Kate Lynott

Sr. Education Specialist



**Illinois Probation and Court Services Association,**

P. O. Box 8826 • Springfield, Illinois 62791-8826 • 630/969-6956  
Probation – It Works • For Your Community • For Your Future • For Illinois

November 30, 2005

Bob Schout, President  
POWERSKILLS Training & Dev., Inc  
PO Box 224628  
Dallas, TX 75222-4628

RE: IPCSA Fall Conference 2005 Workshop

Dear Colleague:

On behalf of the Illinois Probation and Court Services Association, let me extend my thanks and appreciation to you for your participation as a speaker at the fall 2005 conference in Decatur, Illinois. The evaluations submitted by the participants who attended your training workshop were very complimentary. Illinois is very fortunate to have such quality presenters like you, contribute to the outstanding training opportunities provided for justice system participants throughout the state. You have played a very key role in helping to make this conference an educational and rewarding experience for the attendees. I applaud you for your participation and hope that you will consider being a presenter at future Illinois Probation and Court Services conferences.

Thank you again for helping to make our conference a success. If you have any questions, please do not hesitate to contact our program committee co-chairs, Jody Blair (630) 407-8420 or Sarah Spang at (630) 407-2515.

Sincerely,

Michael Torchia, IPCSA President



**BRAZOS COUNTY  
COMMUNITY SUPERVISION AND CORRECTIONS DEPARTMENT**

**ARLENE PARCHMAN, DIRECTOR**

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Mr. Robert J. Schout, President  
PowerSkills Training & Development, Inc.  
8841 Gaston Parkway, Suite A  
Dallas, TX 75218

Dear Bob:

I just wanted to take a moment to say thank you for the incredible work you have done for our department and at the recent chief probation officers' conference. Seeing you for the first time at the conference, I was immediately impressed by your ability to capture the attention of a large audience from the moment the presentation began in a huge hotel ballroom, and then hold everyone's attention throughout the session. Moreover, the content of your workshops during that conference on creative thinking, problem solving, leadership, and legacies was jam-packed with information and new techniques such as the AMEN™ method, the Leadership Star™, the Opportunity Thinking Matrix, Directed Attention Thinking Tools, and the PMI, among so many others.

As chair of the Probation Training Academy Advisory Council, which was responsible for the conference, I was committed to ensuring that the conference was well received and that attendees would receive tools and information of value to them. Your extensive preparation for the workshops, accessibility, use of humor, personable presentation, promotion of attendee interaction with each other and with you, and on-target delivery, sold everyone not only on your presentation, but the entire conference as well. The evaluations we received regarding your presentations were outstanding and recommended a "repeat performance" at future conferences and regional workshops.

Within the first hour of your first presentation I knew that not only had we made an excellent choice in selecting you as a presenter for multiple workshops at the conference, but also decided you were the right person to lead our probation department through development of a new mission statement, goals, objectives, assist us with growing pains we are experiencing, and help us to develop a strategic plan as we transition leadership over the next five years.

Boy was that the right decision. Your work with our department last month was nothing short of phenomenal. Through your leadership, presentation, and extensive planning abilities, you were able to facilitate a very delicate process with finesse, engaging even the most reluctant staff members. We now have a new mission statement, internal vision, and broad goals with numerous objectives to strategically tackle over the coming months and years. The rollout plan you provided as follow-up to the facilitation has been a beneficial guide as we apply the process to our department.

In sum, I hope that you will share this letter with potential clients so that they know how pleased we are with your work, leadership abilities, and the practical application of any workshop you present or process you facilitate. Thank you again for your hard work and remarkable abilities in so many areas. I would be happy to answer questions for potential clients who may want to call.

Very truly yours,

A handwritten signature in cursive script that reads "Arlene Parchman". The signature is fluid and elegant, with a long horizontal flourish at the end.

Arlene Parchman  
Director, Brazos CSCD



NORTH TEXAS TOLLWAY AUTHORITY

Forrest Cain  
5900 W. Plano Parkway  
Plano, Texas 75093

December 19, 2005

Mr. Robert Schout  
PowerSkills Training & Development, Inc.  
8841 Gaston Parkway, Suite A  
Dallas, Texas 75218

Dear Bob:

I felt compelled to write you a letter to let you know how impressed I was with the training programs you delivered to our staff this year. First of all, you are one of the most dynamic and impressive trainers I have ever witnessed in my 15 plus years in this business. You do a fantastic job at delivering high quality output in a fun and exciting manner. That, my friend, is a gift, and you certainly have it!

In 2006, I'd really like to speak to you about setting up more training for to present to our agency. The motivational training and the non-harassment training you put together were both dynamic and very informative. I always know that I can count on you to deliver again when asked. Thank you for your assistance over the past. We look forward to more of your training seminars in the near future.

I'll be in touch with you soon to discuss plans for 2006.

Sincerely,

A handwritten signature in black ink, appearing to read "Forrest Cain", is written over a horizontal line.

Forrest Cain  
Training Manager  
North Texas Tollway Authority



**Connecticut Commission  
on National and Community Service**

*William R. Dyson, Chair*

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**To Whom it May Concern:**

I am writing this letter as a recommendation for Powerskills Training and Development. I first became familiar with Powerskills in January of 2001 when Bob Schout facilitated a workshop titled Supervision and Coaching. This workshop was such a success we invited him to return in April for another wonderful workshop on vision-centered strategic planning. Bob Schout reached all the program staff and host site supervisors working with the AmeriCorps programs in Connecticut.

What makes Mr. Schout unique is his ability to truly engage participants while providing useful information. His knowledge is wide, his positive attitude is contagious and his commitment to training is admirable. I was especially impressed with his ability to understand exactly where our staff are coming from. Given his variety of experiences, he is able to relate to any scenario presented by the participants.

Although I have not met other trainers from Powerskills, we plan to in the near future. Program staff have requested more training from Bob Schout and Powerskills. Mr. Schout has provided me with a listing of other topics. We are excited to bring him and other trainers in to provide us with a wide variety of skills and knowledge. I am confident that anyone who has participated in training by Powerskills has been satisfied. It is my pleasure to recommend Powerskills to any program associated with community service. If you have any further questions, please call me at (860) 947-1827.

Sincerely,

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Jaimy Hope Jenkins  
Program Officer



George Ryan, Governor

Illinois Department of Human Services

Howard A. Peters III, Secretary

2125 S. First Street  
Champaign, IL 61820

July 7, 1999

Dear Conference Organizer:

This letter is to support the application of Robert Schout of PowerSkills to present at your conference. Bob has presented several times for the Illinois Commission on Community Service on topics such as Volunteer Management, Stress Management, and Service-Learning. He has presented to groups varying in size from 15-100. Each time, participants indicated that he engaged them in the presentation and presented the information in a clear, understandable manner. Evaluation results have always been extremely positive; one conference participant stated "Bring Bob Schout back!" as a suggestion for next year's conference.

I have personally observed Bob's presentations on Service Learning and Stress Management. The first presentation was to a small group of non-profit professionals; the second to a large group of AmeriCorps members. Bob successfully involved each group in the presentation and adapted his style to meet the needs of the participants. Bob has an in-depth knowledge of the topics on which he presents and is always able to answer questions to provide participants with more information. This is important because his presentation style encourages participants to become involved and ask questions. Bob also does an excellent job making the presentations timely and relevant to the audience.

The Illinois Commission on Community Service has only received positive comments about Bob's presentations. We have also only had positive interactions with him and PowerSkills. Please contact me if you have any questions at (217) 333-6914. Thank you.

Sincerely,

Asta V. Ardickas  
Program Officer  
Illinois Commission on Community Service



Subj: **Re: termination issue**  
Date: 11/29/2000 1:52:30 PM Central Standard Time  
From: AWILEY@atg.state.il.us (ANGELA WILEY)  
To: Bobschout@aol.com

Wasn't Bob one of the three wise men? ha ha ...just a little holiday humor! Well, anyway, I think his advice is wise! I especially liked the advice to invite the team to discuss their thoughts on how situations like this should be handled in the future. And, it will be important to know WHY they want certain information if they ask for specific information. This might get us into a conversation about their fears that they might be let go on short notice without expectations being clearly communicated by management. Craig and I talked about this a little last night and he shared his concern about people thinking that their jobs are in jeopardy and that they would have no clue until the "pink slip" shows up in their box. (my words, not his) He would like for them to know that there was a "process" and that our expectations were clearly communicated. I can understand his point, but also want to respect HB's right to confidentiality and TB's thoughts on this issue.

It may be a good time for me to clarify (one-on-one) that the monthly action plans we develop ARE the expectations. And, since they largely set these plans by themselves with some input from me later, they are able to have a great deal of input on the expectations. There are also some expectations outside of these plans that, hopefully, are communicated regularly and clearly: punctuality, using good judgement in the field, making necessary adjustments to the action plans so as to keep making progress, adhering to company policies, etc.

Maybe this would be a good topic for you, TB, and I to talk about before the team meeting. What exactly are those expectations outside of the work for a specific site? And, are we communicating them regularly and clearly to all staff? Hmmmm....just a thought. We should also take Bob's advice on deciding beforehand what the "boundaries" are for the discussion with the team. How much will we feel comfortable sharing and what will we definitely NOT share?

Talk to ya later!



**Holger Backhaus-Mau**

Sociologist, Lecturer in Public Administration

Fachbereich Erziehungswissenschaften  
Fachgebiet "Recht, Verwaltung  
und Organisation"

Martin-Luther-Universität Halle - Wittenberg, D-06099 Halle (Saale)

Dear ladies and gentleman,

it's a honor for me to inform you about our successful cooperation with Mr. Robert Schout (PowerSkills, Chicago, USA).

I know Mr. Robert Schout since 1997. He was a expert in serveral expert seminars and large conferences in Germany about Corporate Volunteerism, Corporate Social Responsibility and Corporate Citizenship in the US. He presented his expertise to different audiences: government representatives and members of parliament, business managers from small, medium and large size companies and non-profit-managers in West and East Germany.

Robert Schout has the unique ability to captivate and exite large audiences. The participants of our conferences, seminars and workshops have been deeply impressed by his positive energy and his huge capacity to understand different persons, organisations and cultures in a very effective and sensitive way.

Mr. Schout's presentations have had a remarkable impact on the German debate about Corporate Volunteerism. He has been very successful by encouraging the leading persons to establish a cooperation between companies and non-profit-organisations.

We are looking forward to the next meetings, conferences and trainings with Mr. Robert Schout in Berlin and Halle-Wittenberg this year.

Please feel free to contact me for further informations.

Best reagards

  
Holger Backhaus-Mau