



November 1, 2011

Esteemed Colleagues and Friends of CLG:

It is with sadness that I announce the passing of our dear friend and colleague, James S. Hillgren, Ph.D. Jim (as he was known to us) was a devoted member of the CLG family since 1998 and most recently served as a member of our Board of Directors, Partner and Chief People Officer. He passed away peacefully on October 30, 2011.

Throughout his illustrious career, Jim's thought leadership and his inviting, calm style were ever-present in all that he did as a CLG senior executive and in his client work which included executive coaching and education of senior leaders in the use of behavior-based leadership skills. He was also an invited speaker at association conferences and was recently the co-researcher/author of the book *Preparing CEOs for Success*.

Jim was instrumental in creating CLG's innovative DCOM® Model, an integral tool for assessing the performance of individuals and organizations. Undoubtedly, Jim's knowledge and expertise helped transform entire companies. Perhaps, more importantly, through his caring guidance he helped people unleash their true potential. Jim's real gift was that he had that gentle, quiet approach. People were naturally drawn to him and he had the innate ability to create calmness where there was chaos. In the words of those who were fortunate to work with him, "Jim was an exceptional, generous and wonderful man."

On behalf of everyone at CLG, I would like to extend our deepest condolences to Jim's devoted wife, Cindy and his loving daughter, Kristen. In lieu of flowers, the family is asking that donations be made to one of the following deserving organizations:

- Second Harvest of Santa Cruz (because Jim loved to feed people)
- The University of Texas at Austin (because Jim loved the Longhorns)
- German Shepherd Rescue of Northern California (because Jim loved German Shepherds)

We will miss Jim more than words could ever describe.

Most sincerely,

A handwritten signature in black ink that reads "Steve Jacobs". The signature is written in a cursive, flowing style.

Steve Jacobs
Chairman and Senior Partner, CLG