



September 14, 2004

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Hello Michael:

I wanted to follow up with you after your Personality Plus© program with our supervisory and management team.

Your presentation was on time and right on the mark. The group very much benefited from your session. We appreciate that you customized your presentation to meet our tight time lines. Your content was practical and useful and we very much enjoyed your delivery. It was humourous and uplifting. It was a great way to finish our annual management meetings on such a high note. I also wanted to thank you for the handouts and email follow-ups for staff to assist and reinforce the message from your session and provide a reference for them.

I will get back to you about our next management training session. Your other programming could be a very good fit for us.

Regards,

Marilyn Sorvari
IS Manager
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