

November 17, 2004

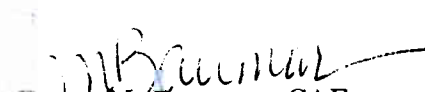
Leadership Outfitters, Inc.
2601 Ocean Park Blvd., Suite 104
Santa Monica, CA 90405

Dear Jill & Steve:

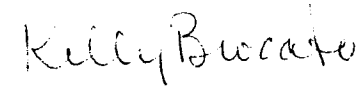
As always, it was wonderful to see you both at CAI's Community Leadership Forum. Thank you for sharing your energy and wisdom with our Chapter Executive Directors and Presidents-Elect. Your insight on effective communication was exactly what our group needed on Friday morning. We really appreciate the time you spent preparing for this session and your willingness to develop the program around the specific needs of our group. The education you provided regarding the dynamics of active listening when working with different personality types will be invaluable information for our chapter leaders to bring back to their chapters.

It is always a pleasure to work with you both. Again, it was great seeing you and we look forward to future work with you.

Very truly yours,



Dawn M. Bauman, CAE
Vice President, Chapter Relations



Kelly A. Brocato
Manager, Chapter Relations