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May 21, 2001

Steve Swafford
Leadership Outfitters, Inc.
944 S. Wakefield, Ste. 200
Arlington, VA 22204

Dear Steve:

On behalf of the PCMA Heartland Chapter I would like to thank you for presenting two fantastic topics at our recent Chapter Retreat held May 18-20, 2001, at the Lake of the Ozarks, Mo. After the great evaluations from last year's retreat we knew we had to have you again.

It is so nice working with such a conscientious person in the planning process and on-site. You are a true professional.

Both of your sessions "101 Ways to Energize, Motivate and Recognize Your Team" and "25 Ideas for Designing the Perfect Educational Experience" were highly regarded. And, everyone was so excited that you accepted the challenge of holding one of the meetings outdoors. That was a pleasant change to the normal workshop environment and really flowed well with **our CAMP PCMA: A Weekend of Learning and Leisure** theme. Your interactive approach ensures that everyone stays interested.

I look forward to attending one of your workshops again in the future. And, again, thanks for a job well done from the entire PCMA Heartland Chapter. Keep us posted on your progress with the AIDS Vaccine Ride. You are a strong and generous person.

Sincerely,



Lori Johnson
Meetings Manager, NAIC
And PCMA Heartland Chapter Vice President