



June 9, 2000

Mr. Steve Swafford  
Leadership Outfitters  
944 South Wakefield Street  
Suite 200  
Arlington, VA 22204

Dear Steve:

Thank you very much for being our speaker at the PCMA New England Chapter event on June 5, 2000. Your constant communication and thorough preparation for the program was outstanding and much appreciated. All of us enjoyed listening to and learning from you as you taught us about effective communication.

Steve, thank you again for being an integral part of the PCMA New England Chapter's success. We received many positive comments about your overall presentation and look forward to having you back in New England soon!

Sincerely,

A handwritten signature in black ink that reads "Vidya Kagan".

Vidya Kagan  
Programming Committee Chairperson  
PCMA New England Chapter

A handwritten signature in black ink that reads "Matt DiSalvo".

Matt DiSalvo  
President  
PCMA New England Chapter