



Dimensions Healthcare System
Prince George's Hospital Center

Leadership Outfitters
Attn: Jill McCrory / Steve Swafford
944 Wakefield St. Suite 200
Arlington, VA 22204

December 28, 2001

Jill and Steve,

The workshop you conducted with our Leadership Team on *Conflict Management* was innovative, exciting and engaging. The festive room arrangement, audiovisual aides, and your exuberant demeanor kept an audience of 115 individuals actively aware, involved and entertained. We were especially impressed with your ability to incorporate creative methods of disseminating information to adult learners. Most importantly, our objectives were met as you provided our leadership team with practical information that has enhanced their ability to manage conflict both professionally and personally.

The results of our evaluations indicate that an overwhelming majority of participants rated the effectiveness of your presentation as "excellent". In addition to your professionalism and experience in training, we also attribute your success to the time intense preparation you devoted towards learning about our organizational culture. Such a commitment was evident as you alluded to prior endeavors and integrated cultural jargon in your presentation.

We acknowledge and appreciate your flexibility to accommodate our needs, as we presented you with some almost unrealistic deadlines. Each time you patiently, eagerly, and unselfishly conquered the challenge.

Again, your presentation exceeded our expectations and we wish you most success as you continue to help organizations work towards achieving their missions.

Sincerely,

Christopher J. King,
Education and Employee Development Specialist

Stephanie Harvey,
Director, Education and Resource Development