



April 30, 2004

Joe Healey
Joe Healey Performance, Inc.

Dear Joe,

We want to thank you for the high-impact and values-based set of sessions. You exceeded our expectations. As I told you, when we first talked, we had very high expectations for this. A lot was riding on us proving that the dollars spent investing in these sessions would yield a high return. You clearly customized the material to our needs and insured that it would provide relevant take-home value. Here are some excerpts from what folks had to say about you:

"Joe's energy kept me on the edge of my seat and his experience made it very easy to relate his ideas to my day-to-day realities. The stories made critical content easy to understand and apply. It was the best session I have sat through in years. The presentation was hard-hitting because it focused on our real needs."

"It is always an impressive sign when the President of the company hears that the training is so good that he wants to check it out himself and comes the second day. "

"Since half of our staff attended the first session and the other half attended the second session we had a lot of people calling into our office after the first session telling us how excited they were about the value and even how fun it was."

"Since I have a range of people from top performers to low performers, I found it very valuable that he gave me insights that should help me impact the performance of all of them."

In summary, Joe, you gave us value and we hope to have you back in the future.

Sincerely,

A handwritten signature in black ink that reads "D. R. Bird". The signature is fluid and cursive, with a large initial "D" and "R".

David Bird
Assistant Vice President
Human Resources and Training