



4500-1 (SO HRP)

20 March 1995

Diane Robbins
On-Site Training Consultant
SkillPath Seminars
6900 Squibb Road
P.O. Box 2768
Mission, KS
66201-2768

Dear Diane,

As requested in the Seminar material provided, participant evaluations of the Seminar 'How to Deal With Difficult People' are enclosed.

As you will see, every participant acknowledged the Seminar and the program leader, Jeff Mowatt, to be between above average and excellent, and I fully concur. But more significantly, from my organization's point of view, few participants found this day to be merely a very entertaining day out of the office. Almost without exception, participants expressed to me their appreciation of the opportunity to attend and a commitment to put into practice some of the many concepts and strategies Jeff shared with them.

I would have no hesitation in highly recommending Jeff to any organization looking for a speaker who could assist their employees, from the most junior to executive levels. Jeff encouraged participants not merely to tolerate different and sometimes difficult personalities, but to value the strength a diverse team offers. Organizations which, like ours, are undergoing major re-engineering will most certainly benefit from the training Jeff Mowatt provided.

Once again I would like to thank you and SkillPath for the excellent service you provided to us at such short notice. It is rare and wonderful to find an organization which consistently puts into practice the techniques it espouses in its seminars.

Sincerely,

Irene P. Hawkins
Staff Officer Human Resources Planning
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for Commander

Enclosures:

cc: Mr. Jeff Mowatt, Trainer ✓
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— great talk in Calgary, Jeff