



March 2, 1999

Mr. Doug Hanson
6821 Pine Meadows Dr.
Katy, TX 77493

Dear Doug:

YES...YES...YES...YES...OH YES!!!!!!!

As I walk through the halls of our University, I can hear this chant ringing from the classrooms.

You really hit the bullseye with our group, which is no easy assignment when you are facilitating FACILITATORS. You were able to illustrate all the learning points, through demonstration, interaction and experience. Knowing your audience, building rapport through personal stories and creating a fun environment all helped to quickly establish credibility, buy-in and meet all of our objectives.

You far exceeded expectations, given the short timeframe you had to pull the program together and your flexibility allowed us the opportunity to make special acknowledgements during the day.

Doug, thank you for an outstanding day and I look forward to working with you on future projects.

Best Wishes,

A handwritten signature in cursive that reads 'Rita Bailey'.

Rita Bailey
Director, University for People

P.S. Please feel free to put us on your reference list.