

March 27, 2006

Susanne Gaddis, Ph.D.  
The Communications Doctor  
118 Pinoak Court  
Chapel Hill, NC 27514

Dear Susanne,

Members of the Enterprise Project Office, the Project Management Development Program, and the project management community at BCBSNC would like to thank you for your tremendous contribution to our March 10<sup>th</sup> training event at the Friday Center in Chapel Hill.

Your session on Communications Skills for Project Managers was excellent (not to mention entertaining!) and included some pertinent information and serviceable techniques for project managers. Evaluation scores for your sessions were very high—participants were fully engaged and felt they had gained useful knowledge.

Again, thank you for your contribution to the growth and maturity of our project management community, and we look forward to your follow-up session in April.

Sincerely,

Cheri Fleming