



County of Lexington

Dr. Susanne Gaddis, Ph.D.
118 Pinoak Court
Chapel Hill, NC 27514

Dear Susanne,

Please accept this letter as my sincere thanks for a job well done with your recent program for the County's management team. You delivered what you promised -- skills we could use immediately to improve our communications at work and at home -- with laughter and energy. As evidence of the impact on your audience, I have heard references to the "keepers" spoken by managers who spent the day with us. I have found myself telling friends and family members about Turtlebird, watching people's feet as an indicator of their interest, and I am prepared to announce the presence of a "can't" fire when I spot one. The simple act of a handshake has even taken on a new meaning with me. Your powerful message about ego boosters and ego busters evoked an introspective and touching response. You should be proud of your ability as a speaker and facilitator.

I look forward to having the opportunity in the future to share the success story of better communications by our staff thanks in part to your effort at our retreat. Please feel free to use the County as a reference as you explore new training opportunities. Thanks again.

Sincerely,

William A. Brooks
County Administrator