

March 10, 2006

Ms. Susanne Gaddis, PhD  
The Communications Doctor  
118 Pinoak Court  
Chapel Hill, NC 27514

Dear Susanne,

It was such a delight to have you present your program “Communication That Works: Creating a Healthy Culture of Communication” to many of our staff on February 22, 2006. Your energy and enthusiasm was contagious and truly inspired many of our staff to utilize several of the tools that you offered regarding how to communicate more effectively. It was such a pleasure meeting you and listening to your presentation. Thank you so much for traveling to Wausau, especially in the winter!

I know that we will have the opportunity to work together again, and I can hardly wait. On behalf of Aspirus Wausau Hospital, thank you again so much for a wonderful presentation and for offering us tools to communicate more effectively with our coworkers, physicians, and most of all, our patients.

Warm Regards,

Becky Bertram, RN, MSN  
Education Specialist