



350 North Wall Street;

Kankakee, IL 60901

Phone: (815) 935-3276; Fax: (815) 935-7343

April 11, 2002

Re: Recommending Workplace Productions

Dear Sir or Madam:

In May of 2000, it was my pleasure to provide an all-day training retreat on Conflict Management for our healthcare system's leadership team. As the Director of Education for our system, it's my responsibility to find innovative ways to entertain and teach our leaders to improve their skills – in an effective and cost-efficient manner. Workplace Productions really achieved that goal – and more!

Not only was Dan and his team easy to communicate with, but they were genuinely interested in meeting our needs with customized role plays—that were developed by them with minimal direction from me. 100% of our 65 leaders evaluations were positive regarding the training, and several commented on the evaluations: "Thanks Workplace Productions for making it fun and a valuable use of our time!" Even more importantly, we had several directors who were motivated following the training to apply their new conflict techniques were their staff—as evidenced by the improvement on our Employee Opinion Survey on that area.

As I plan this year's Leadership Training Retreat, Workplace Productions remains at the top of my short list of teams I want to work with again for their ability to provide sound, transferable learning in a unique, customized, entertaining way! And, two years after that retreat, we still have our leaders talking about what a great day that was—thanks in large part to Workplace Productions!

Sincerely,

A handwritten signature in black ink, appearing to read "Janet M. Jensen", written in a cursive style.

Janet M. Jensen, BA, BA, BA, MA, MA, LCPC, MOUS-IT, SPHR

Director, Educational Services