

The GAP logo is displayed in white, uppercase letters on a black square background.

Joe Healey  
Joe Healey Performance, Inc.

Mr. Healey:

I just wanted to take a moment to formally thank you for the outstanding job you did at our Gap District Manager Meeting in August of 2004. You did such a wonderful job of reaching out to the various management levels in our Zone and presenting our opportunities to us in a positive and constructive manner.

Your preparation made a real difference – you really spoke our language and connected with the groups desire to do things better. Your inspirational presentation skills teamed with tangible “how-to’s helped to drive results during our critical 3<sup>rd</sup> and 4<sup>th</sup> quarters of 2004.

Our comp sales out paced the balance of the Company’s during this period. The quality of your presentation will live with us for a long time to come. I have sung your praises throughout the organization.

The fact that another zone hired you to do a keynote to 450 of their regional, district and store leaders as a result of your contribution to our folks speaks volumes about the value you gave us. I look forward to working with you again in the future. Thanks for doing such a superior job – I really appreciate it.

Steven Krajenka  
Gap Midwest Zone VP



THE ADHESIVE AND SEALANT COUNCIL, INC.

WHERE THE INDUSTRY MEETS

April 13, 2006

Joe Healey  
Joe Healey Performance, Inc.

Dear Joe,

Your opening keynote at our spring convention was a big hit! The reviews have been overwhelmingly positive! I would go so far as to say glowing. One attendee told me he could listen to you all day long. As you know, the audience included some no-nonsense CEOs and company leaders, as well as highly trained engineers and tough sell, results oriented marketing folks. Obviously, your message was not wasted on any of them. I appreciate the fact that you made the effort to speak with several of our important members in preparing your presentation.

As I told you, this audience likes to have a good time. You managed to deliver both an important message of substance that gave them take-home ideas and also make it an engaging, enjoyable session. I keep a keen eye on the crowd, and I did not see one person leave the room during your talk. That is truly a remarkable feat. I want to thank you again for your recommendation of another speaker who also delivered a lot of great value at our Sales Training breakout session.

Hopefully, we will have a chance to have you back for an encore in the near future. We will keep in touch. Have a great summer.

Best regards,

A handwritten signature in black ink, appearing to read 'R. Willis', is written over a light gray rectangular background.

Robert R. Willis  
Senior Manager, Conventions & Meetings



**Trust us to be there.**

CCG Systems, Inc.  
612 Colonial Avenue  
Norfolk, VA 23507  
1.800.75.**FASTER**  
fax 757.625.5114

March 1, 2005

To Whom It May Concern:

We initially hired Joe Healey, based on a strong recommendation from a trusted professional, to deliver a keynote address and facilitate a breakout session at our annual national conference in October 2003. His work with our customers was so impressive for this critically important event that I had further discussions with Joe, resulting in a long-term contract that provides a level of service that meets both our employee and organizational developmental needs, as well as our budget constraints.

We have now worked with Joe for more than a year in this capacity and what he has accomplished through his work with staff members is evident not only in their individual performances but in an overall "raising of the bar" of effectiveness at all levels of our organization.

Though there are many outstanding traits about Joe, the most important one to me is the depth and breadth of his character. Joe is real; he tells it like it is and he is not afraid to confront and be a part of solving the most difficult issues we face. Every single leader and team in our organization that have had the privilege of working with him respects who he is, making what he offers as constructive direction easy to embrace and act upon.

Our company's continuing association with Joe Healey is one of the best investments, both in time and money that we have ever made. His unique ability to combine superb listening and discerning skills with equally strong organizational and writing skills is assisting all of us at CCG to lead more effective lives, both personally and professionally.

Please call me at 1-800-753-2783 if you need further information about our work with Joe.

Sincerely,



Pamela J. Nelson  
CEO

1650 Arch Street  
17th Floor  
Philadelphia, PA 19103-2099  
(215) 496-9272  
(888) 272-2001 (in PA only)  
fax (215) 496-9212  
http://www.picpa.org  
E-mail: info@picpa.org

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Harrisburg, PA 17101-1206  
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fax (717) 232-7708

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January 12, 2007

Mr. Joe Healey  
Joe Healey Performance, Inc.

Dear Joe:

On behalf of the PICPA, we thank you for your outstanding presentation of *Engaging the Future. Leading the Best* at our Leadership Conference and for your facilitation of our Strategic Advisory Board session in October 2006. It was a pleasure to work with you in planning the conference. You embraced the planning committee's suggestions and took the time to interview our leadership to deliver a program targeted to our needs.

The evaluations indicate your conference as one of our best. Your professionalism and high-energy presentation made the difference. Sometimes it is difficult to produce a conference that conveys skills that are applicable for both professional development and volunteer activities. Your skill in connecting these themes allowed our members to take away techniques that they can apply to both areas. This is evidenced by some of the comments;

*"I was extremely impressed with how relevant Joe was to our challenges and how many keen insights I gathered from each of his sessions."*

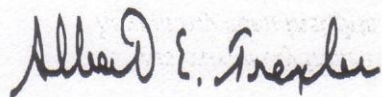
*"The weekly paradigm review that Mr. Healy suggested sounds like a great idea."*

*"I appreciate that Joe provided high energy and inspiration as well as solid take-home ideas. This was the best leadership development session I have ever attended."*

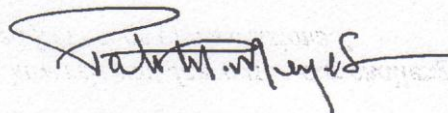
*"The opening session on leadership development helped a couple of my partners realize some important changes we have to make back at our firm that will make a real difference this year."*

Once again, thank you for an inspiring conference and strategic planning session. We look forward to continuing our affiliation with Joe Healey Performance, Inc. and you.

Best regards,



Albert E. Trexler, CAE  
Executive Director & CEO



Patrice M. Meyers, CAE  
Vice President, Member Relations



Joe Healey Performance, Inc.

Dear Joe,

Wow!

What a powerful and moving message you presented at our franchisee meeting.

Your ability to capture and impact an audience is nothing less than outstanding. Your material was cutting edge combined with an incredibly passionate delivery.

There is no doubt in my mind your presentation added significant value for all that were present.

With highest regards,

Joe Croce  
Founder of CiCi Enterprises, Inc.



Marriott International, Inc.

8/F, The Grand Millennium Plaza, 181  
Queen's Road Central, Hong Kong  
Tel: (852) 2192 6000  
Fax: (852) 2192 6100

May 1, 2006

Mr. Joe Healey

Aloha Joe:

I have been remiss in not thanking you for your presentation at the Marriott Asia Pacific General Managers meeting in Bangkok this past February.

Having attended numerous conferences in my career and listening to a lot of speakers; I was extremely impressed with your professionalism and expertise. Your presentation was dynamic, motivational and provided practical tips on how our executives could be great leaders in growth within our industry.

Thank you again for a great presentation and I look forward to meeting you again in the future.

Best regards,

A handwritten signature in black ink, appearing to read "Stanley D. Brown".

Stan Brown  
Vice President  
China, Vietnam, The Philippines, Malaysia & Korea



Mr. Joe Healey  
848 Los Colonis Drive  
Virginia Beach, VA 23456

January 10, 2008

Subject: Underwriting Council — May 2007

Dear Joe:

Zurich

Thank you for the excellent keynote presentation to our Underwriting Council on May 23, 2007. Your segment was the highlight of the meeting, and got great reviews from our attendees for both content and for presentation value.

7045 College Blvd  
Overland Park, KS  
66211-1523

Our participants commented specifically on the insights from the business leaders Bob Fletcher of Mellon, Pam Nelson of CCG, Steve Krajenka of GAP and Joe Croce of Cici's on the subject of what makes a great team. This content was right on target as far as our goals for the meeting.

Telephone: (913) 339-1000  
Toll Free: (800) 821-7803  
[www.zurichna.com/zdu](http://www.zurichna.com/zdu)

Since then I have read the book *Good to Great* by Jim Collins based on your recommendation; I thought it was excellent. I plan to read *Built to Last* soon also!

Thank you again for your motivating speech. I look forward to working with you in the future.

Sincerely  
Zurich

A handwritten signature in blue ink, appearing to read 'JH', is written over a light blue horizontal line.

John M. Weber, CPCU, CIC  
Assistant Vice President – Customer Service & Marketing



June 13, 2008

Mr. Joe Healey  
Performance, Inc.  
848 Los Colonis Dr.  
Virginia Beach, VA 23456

Dear Joe:

Thank you for your *spirited* presentation at the 2008 WFF Conference!

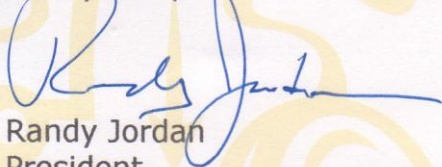
As a fellow believer that one must cultivate "trust" in his/her organization in order to be an effective leader, I enjoyed hearing your views and felt I gained some valuable wisdom. Your session was the best I attended at the conference. Your "style" of keeping things rocking is very effective and the content is "good stuff" that can be applied to any situation where leadership is required.

I performed the two exercises you presented at the conference with my troops at our last staff meeting. It went just as you would predict and really forced them to think about the results in a "profound" way. My CFO/COO and HR manager loved it!

In reading your book, "Radical Trust," I find it to be dead on with my perspective and an effective tool to help me articulate the foundation of trust to my colleagues.... particularly my up and coming managers. I appreciate the leaders you track in the book and enjoy hearing about their experiences with "real world" issues.

I look forward to staying in touch. Whatever you do, never lose your passion for your message ... it is so contagious! You rocked the house brother!

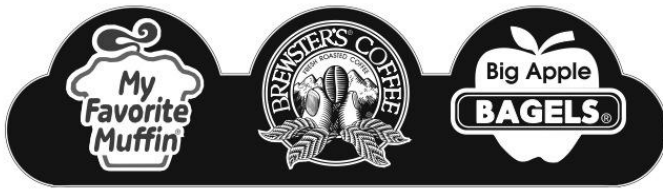
All my best,



Randy Jordan  
President  
C3

RJ/dw





Joe Healey  
Joe Healey Performance, Inc.

Dear Joe,

We can't thank you enough for your enthusiastic participation at our 2006 Franchisee Convention in Orlando. We were thrilled not only with the quality of your presentation, but the way you arrived early enough in our proceedings to sit in on other presentations and join at dinner to allow you to chat and mingle with our franchisees.

The feedback we received from our franchisees best represents our level of appreciation of your message and the way you conveyed it. These are only a few of the comments:

*I only wish there had been time to extend the length of Joe's presentation!*

*I could have listened to Joe for a couple more hours. He was both funny and full of practical ideas.*

*Joe wove together leadership and customer service principles for me as a small business owner in a way I could use in my day-to-day world.*

*Joe both motivated me and gave me practical ideas to take home with me.*

*I appreciate that Joe took the time to sit in on the wonderful Disney Customer service training we received prior to his keynote. He made customer service concepts very practical and put them in a context I could take back and apply at our business.*

*Joe's inspiring keynote contributed to making this a very worthwhile trip for my wife and me.*

*I speak for our management team and our franchisees in saying we would love to have the opportunity of working with you again.*

Very truly yours,

Rosanne Angell  
Director of Franchise Relations  
BAB Systems, Inc.



Michael T. Brereton  
Maritz Research  
President  
michael.brereton@maritz.com  
ISO 9001 Registered

direct 636.827.1988  
fax 636.827.5874  
1355 North Highway Drive  
Fenton, MO 63099  
www.maritz.com

April 9, 2007

Joe Healey  
848 Los Colonis Dr.  
Virginia Beach, VA 23456

Dear Joe:

Here's a testimonial:

We invited Joe to participate as a keynote speaker recently at the Maritz Research Leadership Conference, our annual gathering of peer-nominated "best of the best" leaders.

Joe impressed us from the start by taking time prior to the conference to get to know our organization, our senior managers, and the award recipients. By putting forth this extra effort, he was able to personalize his presentation for the audience, making his message of "leading from wherever you stand" even more applicable.

His presentation was dynamic, insightful, and certainly made a significant impact on our diverse team of leaders who left the conference energized, enthused, and confident in their leadership skills – including skills Joe helped them uncover!

As leaders today, we face the ever-escalating challenge of managing and motivating our teams to sustain world-class performance in a highly competitive business environment. Joe introduced our leaders to a set of practical leadership tools that promoted self-empowerment and management applications aimed at helping our organization maintain that high-level of performance.

We are certainly excited about using Joe at future conferences.

A handwritten signature in black ink, appearing to read "Michael Brereton", is written over a light gray, textured background.

Michael Brereton  
President  
Maritz Research



1121 NW Bayshore Drive  
Waldport, Oregon 97394

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(541) 563-2382  
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www.dctyd.com

To Whom It May Concern:

My name is Tracy Vance and as convention coordinator for DRY CLEANING TOYOUR-DOOR™, I had the opportunity to use Joe Healey as our keynote speaker at our annual convention in Orlando, Florida in 2005.

We would whole heartedly recommend Joe Healey and hope to hire him again in the future. Here are a few of the responses we received:

"Joe was amazing. He gave us a motivational talk and great ideas to improve our business all at the same time. This was the best session that I ever attended at a conference. His talk made us excited to go back to our world!"

"The use of real-world stories made Joe's ideas clear and easy to apply."

"Joe Healey's consulting experience gave his principals instant credibility. The time flew, I found myself wishing we had more time. It has been a long time since I have gotten so many great ideas in such a short period of time. Joe clearly customized his content and stories to insure that the session had great value."

Joe really went the extra mile to understand our company. He interviewed individual franchisees to get a feel for the business so that his keynote address was well targeted to his audience.

Sincerely,

Tracy L. Vance  
DRY CLEANING TO-YOUR-DOOR, Inc.



# Vacuum Pumps and Systems

Busch, Inc. 516 Viking Drive, Virginia Beach, Virginia 23452



Executive Management

November 8, 2006

Joe Healey Performance Incorporated Attn: Joe Healey

Subject: Letter of Recommendation

Joe,

Last October Busch Inc. hired you to provide leadership and coaching training to our US headquarters management team. I personally was very pleased with training sessions you conducted and have received positive feedback from other members of my team.

As a result of that work we also hired you to speak at our international general manager's meeting which hosted the 39-Country Managers of our parent company. In addition, I also appreciate the work you have done providing individual coaching for members of our management team.

I have been very pleased with your philosophy towards leading and managing people. I have found the information you presented in the sessions to be both practical and informative. Your presentation skills are exceptional.

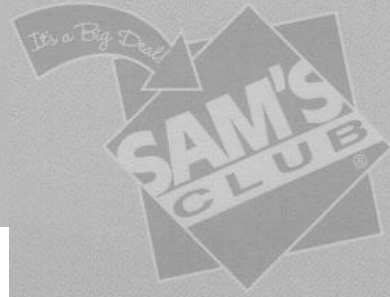
I recommend you as a speaker to anyone interested in providing down to earth practical management and leadership insights and as a one on one coach to help develop key people.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles W. Kane".

Charles W. Kane  
President

with great  
With Appreciation...  
appreciation



Joe

Thank you so much for everything you have done to support Sam's Club... Initially at the development session but now advising Doug on how to impact morale, culture to further business growth & success. In this enclosure you will receive a check for expense reimbursement, as well as, a DVD of your talk on 10-18. I look forward to getting your final recommendations in the next few days; your insights are validated, thought-provoking and actionable. Thanks for not only supported the Home Office function in a development capacity but supporting the club as a shopping member.

Thanks again,  
Shen Hattenger



Joe Healey  
Joe Healey Keynotes & Seminars

Dear Joe:

Thank you for an excellent presentation at our branch managers meeting last week.

Your presentation style was outstanding and the message you delivered was clear and helpful to our managers. I appreciate the fact that you took time to research our culture and talk to our managers ahead of time. That really helped in delivering what we were looking for.

Our managers left the presentation with new leadership tools for managing their branches. I have received many positive comments from our managers:

Susan Kaminski: Liked Most: Joe's energy and enthusiasm.

Most Memorable Concept: Best leaders see the world as it is not the way they want it to be. Thank you.

Joseph Nasher: Liked Most: Real life examples.

Most Memorable Concept: Team building.

Linda Donnan: Liked Most: The idea of building relationships.

Most Memorable Concept: The story of his daughter because it is true; we managers always want to fix people.

Patrick Paul: Liked Most: Loved the energy!

Most Memorable Concept: The triangles.

Jennifer Pennell: Liked Most: Different ways to be successful and being a team.

Most Memorable Concept: The stories about his family and how to motivate.

Susan Nagly: Liked Most: Suggestions of reading material examples.

Most Memorable Concept: Family stories to reality.

Kimberly Fisher: Liked Most: The energy level and examples used so we could take our experiences and relate.

Gave us new ideas to motivate, educate, and train.

Steve Scandahto: Liked Most: Energy.

Most Memorable Concept: Examples (Corporate).

David Geen: Liked Most: Relationships vs. Tasks and Core Values.

Most Memorable Concept: Simplistic Ideas, 50/70% Rule-Instincts.

Teresa Miller: Liked Most: Personal stories.

Most Memorable Concept: Becoming credible -- Fun.

Sincerely,

Scott T. Pardon  
Manager Retail Operations  
Vice President



# AMERICAN LEGAL & FINANCIAL NETWORK

America's Forum for Mortgage Banking Solutions

A NATIONAL NOT-FOR-PROFIT CORPORATION

Joe Healey  
Joe Healey Performance, Inc.

Dear Joe,

It was a pleasure to have you speak at our 1<sup>st</sup> Annual Leadership & Default Conference in Puerto Rico. Your energy and humor kept us at the edge of our seats even though it was after an open-bar and before dinner on a beautiful veranda over-looking Puerto Rico and the Caribbean.

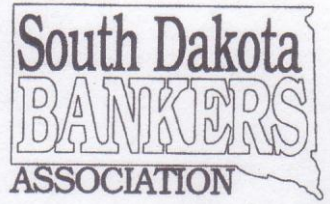
Your real-world experience and leadership abilities allowed you to relate and relay your message to our group in the most successful way. Our entire group enjoyed the two keynotes and responded with many resounding compliments.

Everyone left with ideas & much fulfillment that they were able to clearly implement into their everyday lives. I would recommend this presentation to any audience and we will certainly have you back in the future for our group events and conferences. Feel free to contact me anytime should you need a verbal recommendation.

Sincerely,

Matt Bartel, Assistant Director  
American Legal & Financial Network "AFN"





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**SOUTH DAKOTA BANKERS ASSOCIATION**

PO Box 1081  
Pierre, SD 57501  
**(phone) 605-224-1653**  
**(fax) 605-224-7835**  
**(e-mail) [debgates@sdba.com](mailto:debgates@sdba.com)**

October 26, 2007

Hi Jill:

Joe did a fabulous job! Even better than the Ag Bankers Conf in April. More time to cover the subjects, no doubt, made for a wonderful program. Thank him greatly for us. Will forward the compiled evals soon. Invoice is being processed.

A handwritten signature in cursive script, reading "Deborah K. Gates". The signature is written in dark ink on a light-colored background.

Deborah K. Gates, CAE  
Administrative Vice President



8200 Jones Branch Drive  
Mailstop 429  
McLean, VA 22102-3110

Joseph A. Smialowski, Executive Vice President  
Operations & Technology Division  
Office: 703-903-3700  
Fax: 703-903-3577  
[joseph\\_smialowski@freddiemac.com](mailto:joseph_smialowski@freddiemac.com)

Joe,

We had a very successful management off-site today and wanted to thank you for getting it off to a good start. You would not believe the number of take aways that our team took from last night's talk. You did a terrific job!

Joseph A. Smialowski  
Executive Vice President  
Operations & Technology Division  
8200 Jones Branch Drive  
McLean, VA 22102

Miami, FL - May 30, 2012

Joe Healey  
Joe Healey Performance, Inc.

Hello Joe,

We were very impressed with both the real-world solutions you provided and the way you met a very diverse audience right where we work and live. Your precise insights into our problems definitely inspired us and provided us with solutions to the key concerns we face daily.

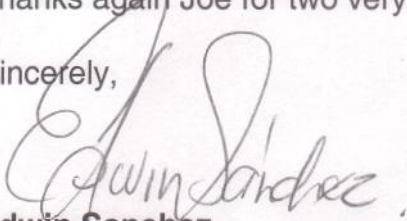
You were able to give great ideas to this culturally diverse group to take back to our respective countries. We valued your preparation prior to the sessions. **Since we had several different sales and service perspectives, your tailoring the sessions to our precise needs was very profitable.**

**You also challenged the way we think of our business and gave us fresh perspectives on partnering** to generate more sales while at the same time we improved our processes.

In summary, we want to thank you Joe for **your excellent sessions that had a significant impact in re-shaping our paradigms in consultive selling.** You set clear steps to focus **our challenging days** so that we can improve the way we serve our customers and the contribution we make to the whole Oracle business.

Thanks again Joe for two very productive sessions.

Sincerely,



**Edwin Sanchez**  
**Regional Manager**  
**License Management Services**  
**Latin America Division**  
edwin.sanchez@oracle.com  
Phone: (305) 269-4447  
Fax: (305) 260-7247



Dear Joe,

I hope this finds you in good spirits after your speaking engagement in Alaska.

Thank you again for presenting such a great keynote! Here it is ten days later and I am still energized by your presentation. Your liveliness and practical-life examples really captivated the audience. You dealt with the topic of **"Experience a Culture of Change"** in a humorous yet meaningful way and your remarks set the tone for the remainder of the conference. We had such a positive response to the workshop! The evaluations and verbal feedback have been outstanding.

In addition to all of the above, you were one of the most open, kind and "undemanding" speakers I've worked with. We really appreciate the clear communication of your needs ahead of time and your positive encouragement from the preparation through the completion of our workshop. You are truly a blessing.

I want to thank you for making your message so personal, relevant, and focused on our Alaska Safety Processes.

Sincerely,

**Keith D. Williams, Bob Hurlbut, and John Stirling**

PIRATE Behavior Based Safety Facilitators

BP Exploration Alaska Inc

Operations Warehouse

Mail Stop PRB - 31

Prudhoe Bay, Alaska 99734

(907) 659-5968 / (907) 659-4405

*"Through Safety and Determination, anything is possible"*



Joe Healey Keynotes & Seminars, Inc.

Dear Joe,

I want to thank you for your outstanding performance at our managers' offsite meeting that was held on May 2, 2002. We had recently added new talent to our management team and thought it would be a good idea to get everyone together for an offsite teambuilding event.

We were looking for a keynote speaker who could be entertaining and still deliver substance. I can easily say without reservation that you exceeded our expectations.

Below are just a few of the comments that I received regarding your talk:

"Your keynote speaker was exactly what we needed."

"He gave us practical insights to implementing change in the real world."

"His life stories about being on the road with his family were humorous and insightful."

"The keynote session was a great way to cap off the retreat with fun and laughter."

I was particularly impressed with the way you were able to target your talk to both the senior management team as well as the customer service managers and supervisors. I felt that you were able to provide us with a memorable way to end our retreat.

Your presentation was high energy from start to finish. I am confident that many of our managers will be able to directly apply the techniques that you shared to enhance relationships with their staffs and improve the overall performance of their departments.

Thank you once again for helping us make our event such a memorable occasion. I would recommend your services without hesitation to any company or organization.

Sincerely,

A handwritten signature in cursive script that reads "Thomas R. Garnett".

Thomas R. Garnett  
Staffing Consultant



Joe Healey  
Joe Healey Performance, Inc.

Dear Joe,

We want to thank you for the high-impact and values-based set of sessions. **You exceeded our expectations.** As I told you, when we first talked, we had very high expectations for this. **A lot was riding on us proving that the dollars spent investing in these sessions would yield a high return. You clearly customized the material to our needs and insured that it would provide relevant take-home value.** Here are some excerpts from what folks had to say about you:

*"Joe's energy kept me on the edge of my seat and his experience made it very easy to relate his ideas to my day-to-day realities. The stories made critical content easy to understand and apply. It was the best session I have sat through in years. The presentation was hard-hitting because it focused on our real needs."*

*"It is always an impressive sign when the President of the company hears that the training is so good that he wants to check it out himself and comes the second day. "*

*"Since half of our staff attended the first session and the other half attended the second session we had a lot of people calling into our office after the first session telling us how excited they were about the value and even how fun it was."*

*"Since I have a range of people from top performers to low performers, I found it very valuable that he gave me insights that should help me impact the performance of all of them."*

In summary, Joe, you gave us value and we hope to have you back in the future. Sincerely,

David Bird

A handwritten signature in black ink that reads "D. R. Bird". The signature is stylized with a large, sweeping initial "D" and a cursive "R".

Assistant Vice President  
Human Resources and Training



*Technology for Life*

JOUAN Inc  
170 Marcel Drive  
Winchester -Virginia 22602  
Tel, (540) 869 8623  
Fax, (540) 869 8626

e-mail, info@jouaninc.com

To Whom It May Concern:

It is with pleasure that I write this recommendation letter for Joe Healey Performance, Inc. Kerry Chafin assured me that Joe was one of the best speakers she had and she was absolutely correct.

Joe's presentation was professional and he is a dynamic speaker. Everyone in our group enjoyed it tremendously and felt they learned a great deal.

We are a hard audience to please, with some difficult people and Joe handled them with the utmost courtesy and aplomb.

In fact, our sales managers are trying to set up another session with Joe for their sales reps. That's the best testimony I can think of.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Aikens".

Cathy Aikens, PHR  
Human Resources Manager

/ca



# CHENEY BROTHERS, INC.

FOOD SERVICE DISTRIBUTORS  
ONE CHENEY WAY  
RIVIERA BEACH, FL. 33404-7000



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Ft. Lauderdale	954-524-7112
Wats	800-432-1341
Fax	561-845-4701

Joe Healey Performance, Inc.  
Joe Healey

Dear Joe,

Thank you for your dynamic presentation to our company managers.

Your knowledge, techniques and energy held our group captive the entire time.

I received many compliments and positive feedback from the managers that they have not been to a better session in quite a while and are looking forward to more management training if you could be the speaker!

With that, I hope we can bring you down again for another exciting session!

Thanks again.

Very sincerely,

A handwritten signature in blue ink, appearing to read 'Lauren McGlynn', is written over a light blue grid background.

Lauren McGlynn



Phone: (631) 234-2200 / (800) 647-7672

Fax: (631) 234-8866

PO Box 18039

895 Motor Parkway, Hauppauge, NY 11788

Hauppauge, NY

Cheshire, CT

E. Rutherford, NJ

---

Joe Healey Keynotes & Seminars, Inc.

Dear Joe:

Just a letter of thanks on the great presentation you did at "Floral's Creativity Day Camp".

We like to bring our managers and supervisors together annually to cover topics that are HR based and which will hopefully assist them in their roles as leaders in our company. As these meetings are held on a Saturday, we like to keep them entertaining as well.

Your excellent preparation, content and delivery ensured both.

I had several people who attended the meeting approach me to express how impressed they were with you and better yet, how they felt that they had left the meeting with some new and creative approaches to old problems.

Thanks again, and we look forward to working with you in the future.

Very truly yours,

A handwritten signature in black ink, appearing to read "Gina M. Rizzo". The signature is fluid and cursive, with a large initial "G" and "R".

Gina M. Rizzo  
Human Resource Manager

GMR: rc

# Rush-Copley Medical Center

2000 Ogden Avenue, Aurora, IL 60504

Joe Healey  
Joe Healey Performance, Inc.

Dear Joe:

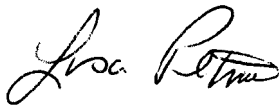
I just wanted to express what a pleasure it was to have you as the keynote speaker at our annual Leadership Conference. Below are a few comments that we received from participants:

- "The presentation was very good and much needed"
- "I felt this program was very beneficial"
- "Dynamic speaker who held my total interest"
- "Very good speaker, knew his subject well, kept the audience's attention"
- "Very good - stories helped to make it real"
- "Good topic, concise agenda, clear message"

As you can see, you had a great impact on our team. Your energy was contagious, and your real-life stories brought your insights home. As the meeting planner, I also appreciated the great interest you took in learning about our organization prior to the event and the time you took to talk with some of our leaders to really personalize the message.

Thanks for making our event a success!

Sincerely,



Lisa Petrauskas  
HR Manager



Browns Mills, NJ 08015-1799  
609/893-6611

Joe Healey  
Joe Healey Keynotes & Seminars, Inc.

Dear Joe,

I wanted to express my thanks for your outstanding presentation held here on May 18th. The response by those who attended was extremely positive both in regards to the content, as well as to you, the speaker. Comments reflected the appreciation of your "down to earth" style and the inclusion of life experiences which clearly made the connection of work and personal life issues.

The employees unable to attend have expressed their disappointment and have requested the program be repeated. I have also been approached to invite you back for any other appropriate topics. I'm hopeful to accommodate both suggestions for our year 2000 education calendar.

Once again, thank you for a most enjoyable and informative day. It was a *true* pleasure to meet you and share the day. I look forward to working with you in the future in bringing valuable knowledge and insight into our workplace and lives. Have a wonderful summer.

Sincerely,

A handwritten signature in cursive script that reads "Kathy".

Kathleen P. Malone, RN, BSN, MS,  
CHES Continuing Education Coordinator

4415 Fifth Avenue  
Pittsburgh, Pennsylvania 15213  
(412) 578-7800  
Fax (412) 681-8254 or 681-2896

---



## **National Health Management, Inc.**

Mr. Joe Healey  
Joe Healey Keynotes and Seminars, Inc.

Dear Joe:

I wanted to take this opportunity to tell you how informative and practical your workshop and presentation was to our marketing managers. Your style coupled with a myriad of relevant ideas and examples kept the group attentive and eager to learn.

After you left, the feedback was entirely positive. The general consensus was that you were a wonderful example of the principles that you presented.

From your early arrival to take the opportunity to meet each member of our group, to your well-organized, professionally presented handouts, everyone felt great about National Health Management for bringing a "pro" to teach the subject.

We now have the benefit of good employee morale as a direct result of your commitment to quality. Thank you for some inspirational ideas for our marketing management function. Sometimes we all need a wake-up call, and you were it.

Finally, on a personal note, each time I am feeling really disorganized and absolutely crazy, I pull out your workbook to refresh my approach. In this case, the pleasure has been mine.

Sincerely,

Loriann Putzier  
Chief Operating Officer  
National Health Management, Inc.

# Remodeling News

---

Mr. Joe Healey  
Joe Healey Keynotes & Seminars, Inc

Dear Joe,

As the convention director and representative for both the Eastern Lumber and Building Material Dealers Association, the New Jersey Lumber and Building Material Dealers and Remodeling News Magazine, I would like to thank you very much for your exciting and thought provoking speech on Understanding and Driving Technology Change.

Our industry tends to lag a bit behind the times in the technology arena and your time spent ahead of time seeking out members to gain an understanding of them and their businesses was evident as many of the participants felt comfortable and were able to understand the materials you presented since they related directly to their world.

You sent many away with a better understanding and comfort level about technology in their industry and how they can use that technology to prosper.

Your real-world experience and inspiring stories made the topic even more interesting. You not only provided an entertaining and interesting talk, you gave them valuable information and insights that they took back to their businesses with them.

In short, your speech was terrific, timely and left a lasting impact.

Thanks again and I look forward to working with you in the future.

Sincerely,

  
Cheryl A. Lewis  
Convention Director



Dawn Maxwell  
Faculty Director  
Government Training

Dear Dawn:

I feel compelled to notify you of Joe Healey's performance. I recently had the pleasure of seeing him. It was fabulous. He is a very dynamic speaker. He seemed genuinely interested in our well being and growth as people.

Just two days before this I had the privilege of listening to Dr. Stephen Covey in Richmond. The day after I had the honor of listening to Ronald Reagan in Indianapolis. And, I must say that Mr. Healey's talk was just as important to me.

The title of the session is misleading. It was so much more than what was expected.

Please let Mr. Healey know that he has helped me grow.

Sincerely,

A handwritten signature in black ink, appearing to read 'A-Kvasnicka'.

Andrew Kvasnicka  
Project Engineer  
Allied-Signal Inc.





**DIESEL INJECTION SERVICE, INC.**

216 WILBURN ROAD  
PO. BOX 369  
SUN PRAIRIE, WI 53590-0369 608-837-7358  
FAX 608-837-6341

February 3, 2003

Mr. Adam Elliott  
Training Consultant  
Business Training and Development Services

Dear Adam:

RE: Joe Healey  
Keynotes & Seminars, Inc.

Recently Diesel Injection Service, Inc. ("DIS") invited Joe Healey to our organization to conduct a seminar for our president and senior managers regarding Time Management and Organization Skills. It was the goal of DIS to provide employees with assistance in prioritizing workloads and managing their time.

Based on Joe's presentation, it was obvious he took time to research our industry so he had a good sense of what DIS is about. Our employees benefited by his use of real-life experiences to support suggestions he made. Employees felt "re-energized" and "refocused" upon completion of the day and were excited about being part of more positive teams.

Our experience with Joe Healey was a positive one and we look forward to working with him in the future.

Sincerely,

A handwritten signature in black ink that reads "Angela M. Dustman". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

DIESEL INJECTION SERVICE, INC.

Angela M. Dustman, Controller

cc: Mr. Joe Healey



**institute for  
supply management**

**Shenandoah Valley Chapter  
NAPM - Virginia, Inc.**

Shenandoah Valley Chapter  
NAPM-Virginia, Inc.  
P.O. Box 313  
Stephens City, VA 22655

Mr. Joe Healey  
Joe Healey Performance, Inc.

Dear Joe:

The Board of Directors of NAPM-Virginia would like to take this opportunity to thank you. Your presentation was outstanding and the evaluations from the attendees reflected excellent reviews.

The comments from the attendees said you covered the topics completely and were right on with how to stimulate creativity and non-money motivators. Many persons commented on your stories about actual experiences and how you presented them. Many evaluations referenced the fact that you were absolutely wonderful with a very high level of energy.

We are very grateful for such a professional and educational presentation. I know we all took something back to our companies that will help us in our Purchasing/Supply Management careers.

We would like to list you in our speaker's directory that is part of our website ([www.napmva.org](http://www.napmva.org)). We would appreciate your contacting me at your convenience to discuss.

We look forward to seeing you again in the future and wish you the best with your future presentations.

Sincerely,

Gail Johnson, C.P.M.  
Director, NAPM-Virginia, Inc.



Mr. Joe Healey

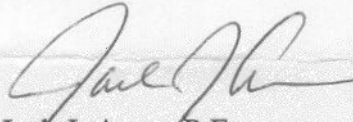
Reference: S&ME's 2006 Technical Conference

On behalf of our employees I would like to thank you for the presentation you provided at our annual conference. I also want to personally thank you for the effort you made to get to know S&ME prior to your presentation. A personal touch is always best when we speak of serious issues such as work place ethics.

Comments received from post-seminar questionnaire indicated that the presentation was thought provoking and intellectual. Your references to the many that helped form this country was particularly interesting. We also enjoyed the energy and enthusiasm you displayed that night as well. Your comments will hopefully stay with our staff as they go about their daily endeavors as they grow with S&ME.

I passed out your reading list and in return was given a copy of David McCullough's "1776" to read. Just another one you might want on the list.

I hope you the best of luck in the coming year.



Jack J. Amar, P.E.  
Sr. Vice President

bjme



# Offering Envelope Association

(United States and \*Canada)

P. O. Box 269  
Rt. 30 / Lawrenceville Rd.  
Chester, WV 26034-0269

Phone: 1-800-627-9900  
Fax: 1-304-387-5266  
jcline@envelopeservice.com

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## **Mission Statement**

*The purpose of the  
OEA is to provide a  
forum for the needs and  
education of its  
membership, allowing  
each member the  
opportunity to promote,  
supply and distribute  
church offering  
envelopes and related  
services to its  
customers, which foster  
stewardship and  
spiritual growth*

Chris Reagan  
President  
Get Ahead Pro

Dear Chris,

Just a few words to tell you how delighted the members of the Offering Envelope Association were with your suggested speaker Joe Healey. A masterful speaker, Joe connected with everyone in the room with a clear message that hit the heart of our organization.

His preparation was evident as he focused on our market as well as the mission statement of our organization. He enabled us to focus on our real goal and motivation, growing our business by assisting the end user of our products and service, the individual church member.

His blend of speaking, humor and interactive activity made the time evaporate all too quickly leaving us wanting more. In addition, Joe's follow-up thoughts to our members via e-mail were most appreciated.

Again Chris, thank you for your assistance and we look forward to working again with you and your organization in the selection of future speakers. Wishing you the best, I remain,

Sincerely,

Jim Cline  
Executive Secretary  
Offering Envelope Association  
cc: Joe Healey

Joe Healey  
Joe Healey Performance, Inc.

Dear Joe:

The 2004 NACAS-East Conference was a tremendous success, due in large part to the excellent educational sessions. I particularly appreciated the time and thought you put into your general session program.

At their post-conference meeting, the NACAS-East Board asked me to convey to you their collective thanks and appreciation for your part in making this year's conference such a great success.

Thanks again for speaking at the NACAS-East Annual Conference. Your presentation tied in extremely well with our theme *Challenging the Course of Auxiliary Services*, and contributed to a very successful conference.

Sincerely,



President  
NACAS - East Board of Directors

wpb/jlt

# 2002 Supervisory Committee and Internal Audit Conference

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July 12, 2002

Mr. Joseph Healey

Dear Joseph:

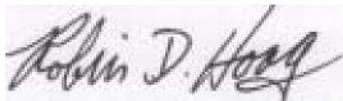
Thank you for speaking at our 5th annual Supervisory Committee and Internal Audit Conference in Las Vegas, Nevada. Your insight and enthusiasm helped to make this year's conference another great success!

Enclosed is a copy of your evaluation ratings and comments for your records. Thank you for a terrific presentation! We look forward to working with you again in the future.

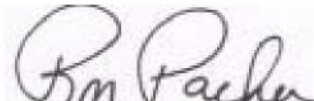
Comments:

- Joe Healey is one of the best speakers I've ever heard.
- Mr. Healey is a great presenter and has a wealth of info to offer.
- Excellent presenter.
- Very motivational.
- Involved the audience in his presentation which made it much more interesting.
- Mr. Healey is a dynamic speaker.

Very truly yours,



Robin D. Hoag, CPA, CMC  
Director, Credit Union Services Group  
Doeren Mayhew



Ronald T. Parker, CPA, MA  
Partner  
Clifton Gunderson LLP



**Jacqueline E. Rothschild**  
Chairman of the Board

**Sandra Norman, PhD**  
President

**Garry L. Pincock**  
Chief Executive Officer

October 28, 2004

Mr. Joe Healey

Dear Joe:

On behalf of the Pennsylvania Division of the American Cancer Society, I would like to take this opportunity to thank you for the superior effort and enthusiasm that you contributed to our 2004 Exempt Staff Conference.

Your "Getting It All Done and Still Putting People First" session was a big hit with our staff. The attending staff exited your session having acquired knowledge of how to deal with a rapid pace that is filled with interruptions, while at the same time maintaining the kind of balance that leads to creativity, focus, strong leadership and a healthy quality of life. Your use of relevant concepts and professional experiences enabled the attendees to relate the program to their own experiences.

We value your contributions to our growth and I look forward to continuing our learning partnership in the future.

Sincerely,

A handwritten signature in black ink that reads "Kim" followed by a stylized flourish.

Kimberly A. Fink, M.Ed.  
Director of Training and Development

cc: Linda Fleetwood

**Pennsylvania Division, Inc.**

Route 422 and Sipe Avenue, P.O. Box 897, Hershey, PA 17033-0897 t) 717.533.6144 f) 717.534.1075  
Cancer Information 1.800.ACS.2345 www.cancer.org

*Remember the American Cancer Society, Pennsylvania Division, Inc., in your Will, Trust, or Insurance Policy.*

The official registration and financial information of the American Cancer Society, Pennsylvania Division may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 800.732.0999. Registration does not imply endorsement.





4201 North 24th Street, Suite 365  
Phoenix, Arizona 85016-6268  
(602) 957-9105  
(602) 955-0749 FAX  
[www.ncpdp.org](http://www.ncpdp.org)

Mr. Joe Healey  
Joe Healey Seminars & Keynotes, Inc.

Dear Mr. Healey:

I would like to take this opportunity to thank you for speaking at the 22<sup>nd</sup> NCPDP Annual Conference this year. Your program was extremely informative and I enjoyed the manner in which you presented your material. I would highly recommend the presentation to anyone looking to gain insight on the issues surrounding current and developing technologies.

I have forwarded your information to those individuals in my organization responsible for procuring speakers for future NCPDP events. I hope we will be able to take advantage of your talents once again.

I wish you the best of success in all your endeavors. Please keep in touch.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brian Tayloe', with a long, sweeping horizontal line extending to the right.

Brian Tayloe  
Director, Information Technology

BT/bt

October 18, 2006

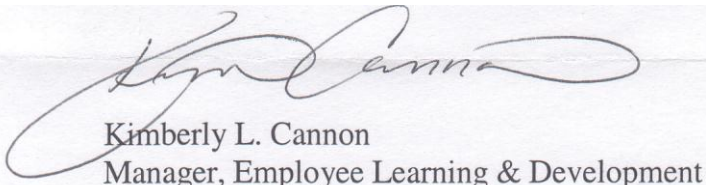
Mr. Joe Healey  
Joe Healey Performance Inc.

Dear Joe:

It was a pleasure working with you on our two recent training sessions. Your energy and engaging style made the attendees feel very comfortable and created a great learning environment for our group.

I especially appreciate you taking the extra time to learn about SAE International and our challenges in order to customize the sessions to be more relevant to us.

I always enjoy working with you and look forward to coordinating future sessions with you. Thanks again,



Kimberly L. Cannon  
Manager, Employee Learning & Development  
SAE International

# *The City University of New York*

## *Office of the Vice Chancellor for Faculty and Staff Relations*



*University Training and Development Office*  
*535 East 80<sup>th</sup> Street, New York, New York 10021*  
Telephone: (212) 794-5517 Fax: (212) 794-5667

To Whom It May Concern:

I write this letter to recommend Mr. Joe Healey as a speaker and facilitator.

I first heard Mr. Healey speak at a showcase in September, 2002 and was totally impressed by his message and his presentation style. In only 15 minutes, he had totally involved the crowd. I knew then that I wanted to bring Mr. Healey to the University in some capacity.

One of my responsibilities as the University Training Officer is to coordinate CUNY's executive leadership development program. When I forwarded the agenda to my Vice Chancellor for a final review, she insisted that I bring in someone from outside the University who could speak to these future college Presidents, Vice Presidents, Provosts, and Deans about using technology in ways that CUNY was not using it.

It took me only a few minutes to think of Joe Healey as a possible speaker since I remembered that change management was among his speaking topics. Unfortunately, I could only give him 90 minutes on the program. Joe said he could accomplish what I wanted in 90 minutes.

And did he ever! By the end of Joe's 90-minute presentation, the participants were enthused about technology and its potential uses on their campuses. And these executives were from several different academic areas: student development and enrollment, human resources, facilities management, business and finance, and academic affairs.

Why had Joe's presentation been so successful? Because Joe had familiarized himself with the University's technological concerns and challenges. He had spoken with several of the executives in the program and with the University's Chief Information Officer before his presentation. After his presentation, several of the leadership program executives engaged in individual conversations with Mr. Healey and asked how they could book him to speak. Several others asked me why I had allowed him only 90 minutes.

I highly recommend Mr. Healey to all who would consider him. If there are further questions, I can be contacted at 212-794-5517 or at Rhonnye.Ricks@mail.cuny.edu.

Very truly yours,

A handwritten signature in cursive script that reads 'Rhonnye L. Ricks'. The signature is written in dark ink on a light-colored background.

Rhonnye L. Ricks  
University Training Officer/OFSR  
The City University of New York



OAKLAND  
COMMUNITY  
COLLEGE

---

George A. Bee Administration Center  
2480 Opdyke Road, Bloomfield Hills, MI 48304-2266

(248) 540-1500

Fax: (248) 540-1841

To Whom It May Concern:

I am delighted to recommend Mr. Joe Healey as a speaker.

I had the pleasure of working with Mr. Healey during two separate Team Building sessions that he developed and facilitated for the Oakland Community College. The first was a two-day workshop for senior administrators (35 participants) and a one-day seminar for management staff (75+ participants).

During these presentations, he proved to be a very dynamic and engaging speaker. His expertise and knowledge of the field are exceptional and were demonstrated very effectively through personal experiences and humor.

He provided many opportunities for interaction within the groups. He was equally effective in working with both sizes of groups as well as with the different levels of the organization. I found him to be very cooperative in planning and customizing his presentation to our organization. My primary goal in engaging the services of Joe was to help the groups prepare for the change needed within our organization. His leadership of these workshops certainly helped us reach that goal.

Mr. Healey deserves serious consideration as a speaker, and I recommend him highly. Please feel free to contact me if you have any further questions ([email: llpososk\(a\)oaklandcc.edu](mailto:llpososk(a)oaklandcc.edu) or phone: 248-232-4610).

Sincerely,

A handwritten signature in cursive script that reads "Linda L. Pososki".

Linda L. Pososki  
Executive Director of Staff Development

ALAN G. HEVESI  
COMPTROLLER



JOAN M. SULLIVAN  
ASSISTANT COMPTROLLER  
Tel. (518) 402-4103  
Fax (518) 402-4212

STATE OF NEW YORK  
**OFFICE OF THE STATE COMPTROLLER**  
110 STATE STREET  
ALBANY, NEW YORK 12236

October 20, 2004

Mr. Joe Healey

Dear Mr. Healey:

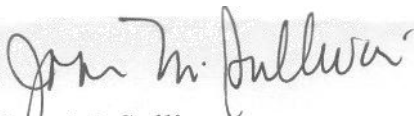
On behalf of the Office of the State Comptroller, I wish to thank you for the keynote address delivered at our Fall Conference 2004.

I want you to know how much OSC staff, in particular, has gained from your insight, keen sense of humor, and thought-provoking messages. I have received positive feedback from many Conference participants regarding your presentation.

We look forward to employing your suggestions and gentle reminders on how to live an inspired life every day and will think of you fondly as we do so.

Thanks, once again, for an outstanding keynote address!

Sincerely,



Joan M. Sullivan  
Assistant Comptroller

vmk  
cc: Nancy Lauterbach



National Research Council  
Canada

Industrial Research  
Assistance Program

Conseil national de recherches  
Canada

Programme d'aide a la  
recherche industrielle



November 15, 2006

Mr. Joe Healey

Dear Mr. Healey:

I have received excellent feedback from my staff on the "Bringing the Best to Our Clients" workshop which you recently delivered in Fredericton New Brunswick. Sam is currently compiling the results from an evaluation which he has sent to all participants, but I can quickly tell you that I personally enjoyed the presentation.

As the responsible Manager for identifying the need for the workshop, I felt you delivered excellent subject matter, in a most insightful and creative way, which I am certain, has given rise to healthy discussion. I believe this will contribute to meeting my goals for significant improvements in workplace relations and improvement in productivity.

I was impressed how our brief discussions on the challenges and difficulties I was facing, was understood by you and resulted in an on target workshop. A real reflection on your experience and competence.

Thank you very much!

David P. Healey (no relation to Joe)  
Executive Director  
Atlantic & Nunavut Region



## CITY OF GARY

SCOTT L. KING  
Mayor  
SUZETTE RAGGS  
Deputy Mayor

401 Broadway - Suite 105  
Gary, Indiana 46402  
Phone (219) 881-1346 - Fax (219) 882-2320

Shirley Walls  
Director

Joe Healey  
Joe Healey Keynotes & Seminars, Inc

### OUTSTANDING PRESENTATION!

Joe, by the first break, the employees were raving, "What a great speaker!" I understand why you were nominated "The World's Best Presenter". I personally thought you were knowledgeable, energetic, sincere, and committed to your topics on "Supervision & Leadership Outside The Lines." To reemphasize how your presentations were enjoyed and of benefit to the employees here in the City of Gary, here are a few comments:

*"The presentation represented both an inspiring and realistic set of ideas to take to the workplace."*

*"Your stories were very relevant to the content and thoroughly enjoyable."*

*"You reached us where we live and work. You spoke to our real problems. "*

*"I am going to implement your ideas as soon as I return."*

*"I never saw so many of my associates so alert and tuned into a presentation as this one. "*

*"You clearly understood the daily challenges we face."*

*"Very upbeat, kept me focused, I was not allowed to be 'bored' due to his involvement of the attendees. "*

Joe, with the expert quality you displayed in your presentation, this helps to develop a long-term relationship with your company. Again, thank you for your energy, sincerity, knowledge and commitment to your topics. I will definitely request you in the future.

Sincerely,  
Marie Walton, Human Resource  
Staff Development and Training Coordinator



Joe Healey  
Joe Healey Keynotes & Seminars, Inc.

Dear Joe,

It gives me great pleasure to write this letter of recommendation for Joe Healey. I have had the honor of hearing Joe speak several times to very different audiences. I have found that Joe possesses the qualities needed to bond with his audience.

Whether it is a large group of professionals or a small group front-line workers or a mixed group, everyone leaves feeling that Joe understood and related to their personal experience.

Joe recently presented to approximately one hundred of the City of Kissimmee's employees. Employees commented on how Joe had touched them either with the personal stories he shared, or the real-life learning lessons, which he taught.

I have heard nothing but positive feedback on the presentation. I hope he will come back again.

If you have not heard Joe speak, I promise you that you will not be disappointed when you do.

Sincerely,

Andrea Walton  
Assistant Director of Personnel





---

New Jersey Economic  
Development Authority

Ms. Kerry L. Chaffin  
Joe Healey Keynotes & Seminars, Inc.

Dear Kerry,

The comments I have received were outstanding. Everyone was pleased with Mr. Healey as a speaker and many indicated that they planned on using many of his suggestions.

I would not hesitate asking that Mr. Healey be a speaker for us at another event. He is a very dedicated and talented individual.

We spent a lot of time researching speakers and received information from several different groups. You allowed me to attend a session in Princeton with Mr. Joe Healey as the speaker. We subsequently requested that Mr. Healey be the speaker.

In order to fashion the seminar to our needs he requested that I submit a list of items that were problems for our employees. It was obvious from the start of his program that Mr. Healey had customized his program for the needs of our employees.

Sincerely,

A handwritten signature in cursive script that reads "Mildred Schwartz".

Mildred Schwartz  
Administrative Assistant  
Human Resources

**U.S. General Services Administration  
Federal Telecommunications Service**

Joe Healey Keynotes & Seminars, Inc.

Dear Ms Yodar:

I wanted to compliment you on what I feel was one of the most rewarding opportunities that I have taken advantage of in years.

The workshop did an excellent job of introducing myself, and the other attendees, to communications skills and techniques that will be of tremendous help in our careers. I am recommending this to the people that I work with.

I would like to commend Mr. Joe Healey. I have attended many seminars during my career, and I can truthfully say that Mr. Healey is one of the most effective seminar leaders that I have had the privilege to sit under. His presentation was interesting, well developed, and powerful. His command of the subject material was impressive, and it is remarkable that so much information can be shared, and so much learned, in a one day seminar. Please express my appreciation to Mr. Healey for doing an excellent job of conducting this seminar.

In closing, I would ask that you continue to keep me informed of seminar offerings.

Sincerely,

Anthony Fiore  
Acting Branch Chief  
Customer Services Branch

cc: Mr. Joe Healey



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James Spikes

John F. Stewart

Linda Whitlock

**EXECUTIVE DIRECTOR**

Therese S. Kelly

**Mr. Tom Schreiber  
Training Consultant  
Business Training & Development Services**

Dear Tom,

I want to tell you how pleased I was with the session on April 7 for our staff at Newton Community Development Foundation (NCDF). Joe Healey in his presentation of "How to Communicate with Confidence, Clarity and Credibility" truly met my expectations for an effective workshop tailored to the needs of NCDF staff.

First, Joe's easy, positive, open, up-beat manner set the stage for the session making it easy for our diverse group of staff members to participate. Second, Joe was able to translate key concepts into easily managed "packages" to make it easy to practice and remember. I like the "servant's heart," the stress on the importance of listening, and the "body 55%, tone 38% and words 7%" ones! Further, Joe was especially helpful in discussing a model for communications between NCDF staff and residents at our properties.

In sum, it was great! I would do it every year as a refresher course, if possible.

Very truly yours,

  
Therese S. Kelly  
Executive Director

P.S. Check coming separately.

