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April 25, 2003

Linda Keefe
Shared Results International
1 Grove Street, 201D
Pittsford, NY 14534

Dear Linda:

I want to thank you for the wonderful job you and Shared Results did in facilitating the Teamwork Retreat for our management group.

The two days were very successful! I've received a lot of positive feedback from each of the attendees. Not only are they highly motivated, they plan to use the information and skills to motivate the people who report to them. Some of the comments on the evaluations include:

- A dynamic seminar. Great job!!
- We now have a group vision which we can use to succeed.
- I've been to a lot of seminars, but this one had really practical information.

I was impressed with the extent you went to learn more about the DiSC behavioral analysis program and the innovative ways you brought for introducing the concept.

You went over and above what you contracted for in terms of preparing material and getting familiar with the issues at the center. This paid off in your presentation -- with your knowledge of what was going on, honing in on what was important for us to discuss, and your ability to engage the group in things that were of interest and concern to them.

Best of all, the work we did on the vision for the center resulted in our being totally aligned. We're ready to do the same type of activity with the next level of teams -- creating a vision for each area such as Recruiting and Placement.

Looking forward to working with you again.

Sincerely,

A handwritten signature in black ink that reads "Mark Fagerlin". The signature is fluid and cursive, with a large initial "M" and "F".

Mark Fagerlin