

HOLZER

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John Wagner
500 General Drive
Ft. Wright, KY 41011

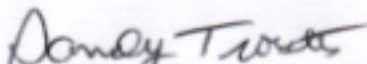
Dear Mr. Wagner,

Thank you for taking the time to join us at our Leadership Development Initiative on August 8, 2003. You were a wonderful speaker who brought across a very important message to our leaders; and you did it with humor and style! The group especially enjoyed the interactive style of your presentation. Keeping a group of leaders awake for a whole afternoon when they had just finished eating is a major accomplishment. I know at one point, I thought, "Will he ever let me stay seated? I just want to zone out!" Thank you for not letting me "zone" out!

I especially enjoyed the real life stories you shared. Every day, leaders face difficult situations; your stories demonstrated to our leaders that approaching a difficult situation with tasteful humor can change a difficult situation into a positive one. The second lesson many leaders took home is the need to get buy in from those with whom you are interacting.

There were so many messages I and other leaders took home that day. You are a motivational and down to earth speaker. Thank you again for joining our leadership team.

Sincerely,



Sandy Troester, MS, RN
Vice President of Patient Care Services

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