



ROSS PRODUCTS DIVISION • ABBOTT LABORATORIES

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Mr. John Wagner
500 General Drive
Ft. Wright, KY 41011

Dear John:

On behalf of the staff at Ross Products Division, I would like to thank you for the outstanding job you did at our Visionary Leadership meeting on August 5th. It's never an easy task getting that level of involvement, especially at 8:30 am on a Saturday, but with your energy and humor, you accomplished just that.

Your message of using humor in the workplace to accomplish our day-to-day tasks and long-term goals was just what we wanted. Your mix of personal situations and audience involvement not only kept our attention, it related well to your message of responsibility, relationships and recognition. Several of our employees have commented positively on your presentation.

Your program was energetic, well timed, on target and fun. It was great seeing our employees react so positively to you and your message. This will undoubtedly have long-lasting impact on our management style.

Thank you for a fantastic and fun presentation, John.

Best regards,

Edward M. Govekar
Plant Manager
Ross Products Division