



MEMO

DATE: August 26, 2003
TO: Steve Whiteford
FROM: Marilyn Momeny, SVP Human Resources
RE: Feedback on "Constructive Conflict" course

Thank you for presenting the Constructive Conflict course to the management. The feedback was excellent. Participants thought you were dynamic and engaging. They learned specific skills to assist in hearing and being open to the other person's point of view in a conflict situation. The section using the DISC to help each person understand their own style and the best ways to interact with different styles in a conflict situation was exactly what we needed. Several participants wrote on the feedback form that they wished we had extended the course so that there was more time. Your expertise and energy were fabulous!

Thank you for sharing your insight and skill with Hawthorne.



LOYOLA MARYMOUNT
UNIVERSITY

Director of Human Resources

May 26, 1998

To Whom It May Concern:

I am writing this letter of reference on behalf of Mr. Steve Whiteford, of Expressively Speaking. Mr. Whiteford was retained as a consultant to conduct a team building program for one of our important student retention programs. His professional training and personality helped us in defining the situation, interviewing and assessing each person's perspective, conducting personality assessments, and implementing a plan that included staff meetings and workshops to assist the University in developing a strong student support system program.

Mr. Whiteford discussed his progress and submitted reports to me on an ongoing basis. He is highly professional and he has the strong ability to grasp situations and develop a plan to develop a team building intervention program.

Please do not hesitate to contact me should you require further information.

Sincerely,

Frank A. Montalvo

/tm



LOYOLA MARYMOUNT
U N I V E R S I T Y

Learning Resource Center

April 24, 1998

Steve Whiteford
Expressively Speaking!
1238 South Holt Avenue #4
Los Angeles, CA 90035

Dear Steve,

I just wanted to thank you for all your assistance as the LRC moves through a process of transition. I felt our previous session was fruitful, and I know it gave me a lot to think about.

I'm looking forward to our session on Friday, and I'm hoping it won't be the last. We have a lot of work to do!

Thanks again for your help and guidance.

Best regards,

Joanna

Joanna Boval
Coordinator, Disability Support Services