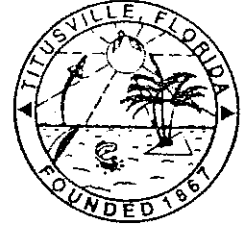


City of Titusville

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(321) 383-5772
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October 8, 2002

To Whom It may Concern:

Steve responded to our request for a "listening" workshop by presenting materials on his one-day communication workshop "It's Called Co-mmunication." Although the workshop had a strong focus on listening as a vital aspect of communication, it also effectively covered many additional topics that were pertinent to our group of City managers. Those topics included; the importance of personal "presentation," verbal structures for difficult communications, perspectives for performance review, behavioral styles, methods for self-management and elements of leadership.

Steve was very professional and did a commendable job involving a very diverse group of approximately 40 participants. Over-all participants felt that they had received strong tools to use back on the job. I received many positive comments from the group, and within a short time after the workshop, individuals were reporting how they had successfully used some of Steve's suggestions.

I strongly recommend Steve Whiteford as a trainer and consultant with a clear and deep understanding of the essential aspects of excellent communication, with a unique ability to demonstrate what he believes.

Sincerely,

A handwritten signature in cursive script that reads "Ashley Bauer".

Ashley Bauer
Human Resources

Space City, U.S.A.

expressone@sbcglobal.net

From: "Dale Moore" <dale_moore@e21corp.com>
To: <expressone@sbcglobal.net>
Sent: Friday, January 10, 2003 4:16 PM
Subject: Thanks!!!

Hi Steve,

Well, you certainly were a success around here! Everyone has stopped by to talk about the workshop and there has been nothing but praise for your efforts. Everyone felt they had learned something new -- especially in such a short time frame -- and are hoping we can have you back. They also expressed the wish that more of our senior management (their own bosses) had been here as they could have used some of your tips as well. They felt you offered concrete examples, as opposed to theory, that they could start to use right away -- their enthusiasm is very rewarding.

I'd like to explore a more in depth workshop sometime in this next quarter. If you could give me a ballpark idea of the cost of a full day's workshop for the same size group (or slightly larger -- we had three or four people missing) I'd appreciate it. Perhaps you could give me an idea of what a "typical" one-day workshop would consist of. I know they are interested in enhancing their presentation skills, in general and in creative presentations, and learning to run successful client meetings focused on the BD process.

Thanks again,

Dale

P.S. Is there any chance you would be willing to share your notes from the presentation? Jason (who was not planning on staying for the whole workshop because of a pressing deadline, but found it too interesting, as a Communications Major in College, to leave.) He would like to share the information with his counterpart, Patricia, who held up his end of the deadline and missed the workshop. I can promise you the notes won't go elsewhere.

~~~~~  
**Dale Moore**

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