



November 16, 2007

By Email

Dear Mike,

Thank you for launching our annual conference program with such a positive interactive presentation that perfectly matched our goal of combining great substance with early morning humor! We have received many positive comments from our members on how much they enjoyed and benefited from your presentation on leadership dexterity and change management. You clearly hit the bull's eye!

We also greatly appreciated your preparatory calls to selected association members and willingness to spend nearly a full day with our group to participate in our opening reception, keynote and book-selling event at our expo booth thereafter. You fit in so comfortably with our staff and members and truly connected with everyone you met.

There was a great deal of take-home value in your presentation for a broad cross-section of our audience of dealer principals, senior sales directors and operations managers. And the workbook you left behind as a handout will help ensure that our members actually share and take action on the concepts they learned or recommitted themselves to during your session.

Again, Mike, thank you for launching our program on the right foot and contributing so hugely to what may have been our most successful annual event!

Sincerely,

Chris Bates  
President

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