



DEPARTMENT OF THE ARMY  
WOMACK ARMY MEDICAL CENTER  
FORT BRAGG, NORTH CAROLINA 28307-5000

REPLY TO  
ATTENTION OF:

September 4, 1998

Office of the Commander

Mr. Mike Hourigan

Dear Mike:

Congratulations and thank you for your outstanding support by presenting your seminars to my staff. Each has been superb and highly effective. I feel that the hospital staff has truly benefited from each of the three seminars that you present: "How To Get Everything Done (And Still Have A Life)", "How To Work with Almost Anybody And What To Do If You Can't," and "How to Control Your Stress Through Time Management."

To date, you have trained 1,522 Womack employees--military, civilian, and contractor alike in "How to Work With Almost Anybody And What To Do When You Can't." We have received rave reviews from our staff regarding your presentation style and more importantly, your content. This presentation is an integral part of our customer service plan and over the last year, I believe your class has played a key role in stimulating the customer service actions that have reduced customer complaints by 55%--no easy task. Your style of combining your personal experiences and your experiences with us have allowed your audience to be in touch with the subject matter. You continually provided real world situations with positive solutions for each individual to take back with them to the job site.

Your class for middle managers "From Black to White-256 Shades of Gray: Management Dexterity" has been a tremendous success. Totally booked from the start, my middle managers have been totally convinced your practical and day-to-day approach has helped them grow as supervisors. The influence this has on our organization cannot be quantified.

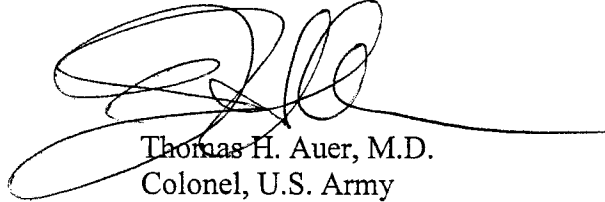
Your seminar on stress/time management has touched the employees who are most affected by the rapid changing the organization has undertaken. The reviews have been outstanding and your upcoming session filled very quickly. It is obvious to me that the content has struck a chord with my staff.

Not only do we at Womack feel that the seminars have been a complete success, but they also have helped to boost the morale of our staff as well. The most recent Department of Defense Customer Satisfaction Surveys demonstrate the remarkable positive trend in how we

conduct our customer-focused business. It is clear that we are seeing very positive results as your techniques have "trickled down" from our staff to the patients.

Thank you again for making these seminars so very successful. I feel you and your courses are an integral part of my overall customer service-training program. Best wishes always!

Sincerely,

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Thomas H. Auer, M.D.  
Colonel, U.S. Army  
Commanding