



GlaxoSmithKline
PO Box 13398
Five Moore Drive
Research Triangle Park
North Carolina 27709

May 29, 2001

Mike Hourigan, CSP

Dear Mike:

I would like to compliment you on the workshop you facilitated for us at the Washington Duke Hotel. This was a senior group of managers within GSK and you were able to balance the serious nature of the people development themes with insightful and compelling personal anecdotes. Your 45-minute opening presentation setting up the morning workshops was high energy, fast moving and extremely motivating. The messages were clearly on target and helped significantly in focusing the groups on their core tasks.

I would have no hesitation in recommending you to any other organization that requires a very skilled and experienced senior communicator.

Kind Regards,

A handwritten signature in black ink, appearing to be "A. J. Mitchell", written over a horizontal line.

Head: Global Commercialisation Operations

Cc: Dean J. Mitchell, Sr. Vice President, Clinical Development & Product Strategy