



California Hospital Medical Center

CHW

March 29, 2006

Terry Braverman & Company
P.O. Box 11571
Marina del Rey, CA 90295

Dear Terry,

On behalf of everyone who attended the manager's retreat last week, we wish to give you a huge "BRAVO!" for your magnificent presentation. Your ability to extract the humor from various healthcare issues is unsurpassed. Not only are you laugh out loud funny with your stories and celebrity impersonations, but your considerable range of ideas on finding, creating, and adapting humor in our profession gives us something to apply and develop on the job as a tool for helping staff morale and productivity. HR departments really do need to include a program like yours in their staff development.

The second half of your presentation on communication was a real eye-opener for many of us. The NLP system of developing rapport with people having different communication styles is highly useful. Your depiction and explanation of the major personality types in your slide show was both entertaining and enlightening. This can only help reduce miscommunications on the job, a major source of conflict and productivity breakdown.

We also appreciated the extra preparation you did by interviewing some of the participants a few weeks before the event.

Thank you again, and all the best in your endeavors!

Sincerely,

Mark Meyers, CEO
CHMC