

June 27, 2001

**TO WHOM IT MAY CONCERN:**

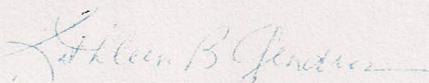
This letter is a recommendation for Diane Ravenscroft, for your consideration, based on her work with my leadership team over six months. I have known Diane for more than two years. As a Human Resources Director, I worked with Diane to develop a management/leadership training series for Bio-Tek Instruments, Inc. Diane did a tremendous amount of work and research in order to provide a customized program that would specifically meet the needs of our organization. She met individually with each participant to gain better insight into their current leadership capabilities and to learn what they were expecting and hoped to gain from the training series. All of our participants were extremely pleased with the training. Diane's approach is not one that could be classified as "touchy feely". It is direct, to the point and yet the messages she conveys are effective and substantial. Her approach and style worked perfectly for our organization.

I feel that Diane's strengths with regard to management skills are numerous. One of Diane's greatest strengths is her unrelenting pursuit of education. She is continuously enveloping herself in the latest management or leadership book and most up-to-date theories. She is creative and flexible yet organized efficiently to ensure that trainees stay on track. Diane has exemplary communication skills, also. Her written communication skills are clear, creative and a true joy to read. At a time when quick e-mail notes with poor grammar and sentence structure are the norm, Diane is a refreshing change. It is obvious she takes great pride in formulating her thoughts in a well-organized, well-thought out way. Her verbal skills are equally fantastic. She's lively, engaging and always willing to put forth an opinion in a tactful, enlightening manner. Although Diane enjoys offering her opinion, she also enjoys hearing others'. Diane always gives her audience the courtesy of listening completely, thereby, putting forth a true desire to understand others' positions and opinions.

I feel that Diane's involvement in the learning and development of any organization would benefit managers and leaders alike, both professionally and personally. She is one who flourishes when presented with new challenges and challenges others naturally. I guarantee you that she will be a value-add to your bottom-line and create performance improvement goals that can be implemented within your organization's complex systems as well as by the people she works with directly.

If I can offer further opinions, please don't hesitate to contact me.

Regards,



Kathleen B. Gendron
Director, Human Resources