



September 12, 2003

To Whom It May Concern:

Earlier this year, I had the pleasure of working with Diane Ravenscroft, who developed a project management program specifically for a team of learning and development professionals. Since Diane is a professional in the field, we thought she would be the perfect choice to provide this kind of training for us.

As we worked with Diane, it became clear that we were getting more than just a training program, and far more than just a trainer. As part of the process, Diane met with each of the members of the team to uncover their specific needs and then tailored the program to address those needs. We met several times while Diane was designing the program to make sure that the result would meet our needs.

Diane's gift for discerning real training needs, her skill at designing and delivering a training program for us, and her penchant for customer service far exceeded our expectations. She became more of a consultant to us than a trainer; her involvement with the team in our formative stage was invaluable.

Sincerely,

Bonnie J. Mallin
Vice President
Learning and Development