

Subj: \*FW: Dennis Parker \* Date: 12/5/02 From: Hardy, Arnold (Salt Lake City, UT)

Sounds like you were a hit in Seattle! Nice job, and I'm sure we'll get some benefits here in Salt Lake from a better trained CSP team for facility supplies.

From: Cheryl (Kent, WA) > Sent: Wednesday, December 04, 2002 Importance: High > >

Arnold - I wanted to extend my appreciation to you for allowing Dennis to work with my management and the CSC Facilities Teams this year. He did an excellent job in both of his trainings this past month it was greatly appreciated.

On the week of November 4th Dennis conducted two three-hour trainings with the Facilities Teams. The material presented included Basic Chemical 101 training, and Basic Selling Skills Training. Using his good humor and story telling approach the material was made easy to understand and applicable to day-to-day transactions with customers. The handouts were good tools as well.

The second day was committed to managers. Dennis did a two hour presentation on Stress Management. What a perfect topic considering all the changes this past year. The best message I have heard thus far in the company!!!

He focused on living in the "first person" - personal, positive and being present, goal setting, change, and the different states of mind used to approach stress. Thank you and Dennis very much for his time and energy with these trainings. Everyone really enjoyed and learned a lot about themselves and the materials presented.

I also am including the last training agenda he did in March so you can put this in his file.

Take Care,

Cheryl CSC Director - Renton WA