



**UNITED STATES
POSTAL SERVICE**

May 5, 1995

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SUBJECT: ASSERTIVENESS/NEOGTIATING SKILLS TRAINING

Dr. Mathis

Thank you for the outstanding presentations given at our Maintenance Managers Meeting in Norman, OK. The survey responses received from our managers was overwhelming. Your presentations far exceeded their expectations.

I would like to share with you some of the comments that we received. "Outstanding Speaker" "Very good pace" "Role playing, with discussion greatly enhanced the topics" "Audience involvement made it well worth while" "We need more of this type of training" "Excellent seminar".

Keith, you were such a hit that we are considering having you back for a return visit, sometime in the future.

Thanks again for a terrific job.

A handwritten signature in black ink, appearing to read "A. F. Bass".

A. F. Bass
Manager, Maintenance Support
Midwest Area Operations

/JF

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