



Dear Michael Kidwell,

I wanted to thank you for the informative and helpful seminar you presented here in Monterey last January. I found the information to be quite helpful and right-on-point when dealing with difficult employees and the issues they often bring to the work place.

Your teaching style was relaxed, although professional in its presentation. I was impressed by your attention to detail and how you gave us personal attention when needed. The workbook, as well as the opportunity to interact with others in the class made this a real asset to put among my skill set of learning.

This was certainly worth my day away from the work site and I am appreciative of your ability to teach and lead a group of total strangers!!

Thank you,  
Yolonde Johnson-Kemp  
Terrace East Assistant Director  
Community Hospital of the Monterey Peninsula