



August 8, 2008

To whom it may concern:

This is in regards to Michelle Black/Braden and her teaching and training style.

I've witnessed Michelle's teaching and training first hand when she taught a day long management training class for our employees. She has a very personal, engaging and interactive style. Because she is expressive and animated as well, the audience was not bored or disinterested.

She prepared written materials for the class in professional folders and presented the training information in a logical sequence with good examples of the concepts she was explaining. She clearly was knowledgeable of the management topics and had even brought some of her own management related books for the class to review during breaks.

The atmosphere was relaxed so people shared their experiences and asked questions freely. Michelle had excellent answers and ideas for those who raised questions. She also facilitated discussion over some of the questions and engaged others and their ideas.

Following her training class, the audience was asked to complete an evaluation of Michelle's training. Everyone rated the training very highly with few suggestions for improvement except for more frequent training, a warmer room, etc.. There were a number of comments about how well Michelle taught and how much they enjoyed the content that she presented. We are eager to continue using Michelle to train our employees as she clearly loves to teach and train and has real gifts and talents in those areas.

Please feel free to contact me if you'd like more information about Michelle's training style.

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