



TARRANT COUNTY 9-1-1 DISTRICT

May 8, 2000

Ms. Suzanne Updegraff
President
Employee Development Systems, Inc.
801 W. Mineral Avenue
Littleton, CO 80120

Dear Suzanne:

Thank you for presenting the customized **Stress Management** seminar to the Tarrant County 9-1-1 dispatchers and telephone personnel on February 23, 2000.

The entire group thoroughly enjoyed the presentation and, in particular, loved the interaction and group exercises utilized to build their communication skills. We've had repeated requests for more information on specific topics and look forward to having you with us again soon. The only complaint we received is that we simply needed more time... and this is a positive since this group is difficult to train for more than an hour.

Suzanne, your presentation skills and customization were right on target and the handout material was effective during the presentation and will be used by all for additional improvement.

Thank you again for this timely and knowledgeable seminar.

Sincerely,

Wanda McCarley
Operations/Training Manager

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