



Freeport Office
P.O. Box 810
1013 Loras Drive
Freeport, IL 61032

Phone: 815 297-0900
Fax: 815 297-0901

March 15, 1999

Jeff Davidson, MBA, CMC
Breathing Space Institute
2417 Honeysuckle Road, #2A
Chapel Hill, NC 27514-6819

Dear Jeff,

I attended your training session at Highland Community College in Freeport, IL on March 9, 1999. Even though you had a difficult time getting to us due to the weather (beyond your control ... unless you have a real "in" with Mother Nature), it was well worth the wait. I found some of your ideas to be very helpful. One topic that I found very useful, was the idea of giving yourself positive feedback rather than negative thoughts during the day. I have found that rewarding myself for certain accomplishments has made a difference in my attitude.

Sincerely,

A handwritten signature in blue ink that reads 'Mindy'.

Mindy S. Borgmann
Consumer Services Officer
(815)297-0900