

VOLVO

Volvo Cars of North America, Inc.

March 19, 1999

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

Dear Mr. Davidson:

Thank you for a thorough (and thoroughly entertaining) presentation at the IAAP Future Perfect seminar in San Antonio. Despite the fact that I was one of those in the back of the room, I *was* awake, alert and listening. You would never know it if you were to look at my desk right now (I haven't quite managed to condition my environment), but I have been practicing completions and at least thinking about managing the beforehand.

I always feel a conference or seminar has been worth my investment if I come away from it with at least one good idea. Thanks to presentations of the caliber you deliver, I considered this conference time well spent.

Sincerely,



Janice Simpson