

# Office of Personnel

Mark M. Atkisson, Personnel Officer

Post Office Box 6675  
Annapolis, Maryland 21401

January 8, 2003

Susan L. Spangler  
ProSkills Plus  
13100 Croom Road  
Upper Marlboro, MD 20772

Dear Sue:

The purpose of this letter is to thank you for creating "Managing Myself First". It is one of the most popular classes we have ever offered to County employees.

I am particularly impressed by the way you took our concepts, built them out, designed and produced the training materials and brought the whole thing to life!

Our employees are a tough audience and the time/stress management topic is so overdone that it is a definite challenge to generate a fresh, effective approach to such a class and win the enthusiastic endorsement of the participants as you have done.

We appreciate your efficiency in getting all the training materials to us in plenty of time for our Print Shop to reproduce them and to assemble everything without any crazed behavior on the days of the scheduled classes.

It was very satisfying for me to look into the classroom during each of the sessions you have delivered and to see *everyone* engaged in activities or discussions. Whether or not you realize it, that is quite an achievement for anyone conducting training for such a disparate group of employees!

I look forward to continuing to work with you on this project and, with luck, another to address customer service.

Sincerely,



Aileen W. Talley,  
Fitness for Duty Administrator

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