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A Northrop Grumman Company

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April 12, 2001

To Whom It May Concern:

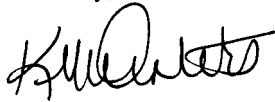
I am writing on behalf of Susan Spangler and Pro-Skills Plus. I have worked with Susan Spangler over the past 2 years in several instances and have been extremely pleased with the results each time.

I have utilized the expertise of Susan in the areas of individual coaching for a small group of people, training sessions in the areas of time management, mind mapping, presentation skills, and communication skills. She worked with an individual department to get resolves conflicts and issues and was able to get to the root of the problem so that things could be resolved to turn the department around.

Susan has presented to groups as small as 8 people and up to groups as large as 80. The responses that we have received back on her trainings have been overwhelmingly positive. People have requested that she return for more in depth training and for other training courses. I would hope to use her again for future trainings in our company.

I am sure that you would be pleased with the professionalism, enthusiasm, personalization and expertise that Susan can bring to your training. Please feel free to contact me should you need further information.

Sincerely,



Kerri Mae Winters
Director, Marketing Communications