



NATIONAL SECURITY AGENCY  
FORT GEORGE G. MEADE, MARYLAND 20755-6000

Director of Personnel  
Ellen Boyer Ali  
Dept. of Human Resources  
101 College Parkway  
Arnold, MD 21012

RECEIVED  
JUL 25 1994  
PERSONNEL

18 July 1994

Dear Ms. Ali,

On behalf of the Installations and Logistics secretaries from Ft. Meade, Maryland, we would like to express our appreciation and commend Mrs. Susan Spangler for an outstanding job for our office off-site on 15 July 1994.

Mrs. Spangler is an extremely talented and effective course manager and instructor. She kept the pace of the class moving and interesting. She encouraged and was able to elicit much interaction between the participants. Her sense of humor and her down-to-earth approach drew an immediate feeling in the class that she was someone we could relate to and with whom we could feel comfortable. Mrs. Spangler covered a variety of topics and the feedback from our secretaries drew the following comments: "Mrs. Spangler was truly dynamic!"; the information covered was very helpful and presented in an interesting manner.

We look forward to other secretarial off-sites and hope that we will be lucky enough to again engage Mrs. Spangler as our instructor.

Sincerely,

*Joyce E. Lindsey*  
Joyce E. Lindsey  
Executive Secretary

## memorandum

DATE: 24 June 1994  
REPLY TO  
ATTN OF: C09

SUBJECT: Briefing Skills - INFORMATION MEMORANDUM

TO: E42 (Diane Johnson)

1. I would like to take the opportunity to provide you with some feedback on a Briefing Skills class I recently completed. The instructor, Susan Sprangler, was excellent. Her expertise and enthusiasm made briefing skills an enjoyable, rewarding experience. The keen insights she provided allowed the students to grasp the intricate issues involved in public speaking. The class truly enjoyed coming in every morning.

2. If you would like any additional information on this class, please contact me at .



THOMAS M. ARDISANA  
Deputy Chief, C09