

April 12, 2001

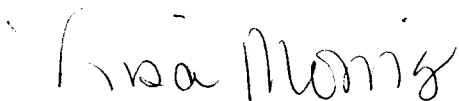
To Whom It May Concern:

Dan Egger-Belandria, with New World Synergy, presented "Cross Cultural Communication Management" to almost 100 of our managers and supervisors at Swedish Medical Center. These sessions were very well received by the audience, which consisted of both seasoned and newer managers. Some of the comments Dan received on the evaluations were:

- "Very delightful. You do a good job of putting people at ease."
- "Delivery was very good. Easy to listen to — involved the group. Enjoyed role-playing."
- "The program was well presented and offered a new, creative approach to communication and interaction."
- "Great information provided and very thought provoking as well."

Mr. Egger-Belandria was sensitive to our specific needs and was very flexible with our scheduling needs.

I recommend New World Synergy to any organization that is in need of training surrounding communication with diversity issues.



Lisa Morris
Assistant Human Resource Director