



Center for Training Innovations

2500 Carlyle Avenue • Belleville, IL 62221-5899

800-222-5131, ext. 5202 • (618) 235-2700, ext. 5202 • Fax (618) 235-0169

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To Whom It May Concern:

This letter acts as a reference for Dawn Mushill.

As Director of Customized Training for the Center for Training Innovations, I have used Dawn's services extensively over the past four years. She has taught seminars on many leadership and customer service topics, to dozens of companies, and over a thousand participants. Her evaluations are uniformly superior, and she is frequently requested for followup training.

I would assess her strengths as follows:

- Passion and enthusiasm – Dawn is frequently cited by participants for her enthusiasm and energy. They make statements like, "Was not looking forward to this morning. Dawn made it interesting. The time flew by." To that I would add as an evaluator that she brings to the classroom a passion for the topic. She genuinely cares about and values the topics she delivers.
- Professionalism – Dawn works hard to become better at what she does, and always follows up on the training event.
- Facilitator Skills – Dawn is able to use a variety of instructional strategies and techniques to increase participant involvement and skill transfer.

Should you have additional questions, please feel free to use the contact information on the letterhead.

Regards,
Tom Monroe
Director, Customized Training