



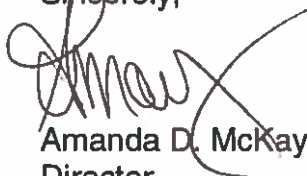
Dear Dawn:

It was such a pleasure to work with you once again! Your trainings are always so thoughtful and full of great energy. You had a hard task when we asked you to follow our active shooter training, but you really got our staff energized and ready for the task at hand!

We debriefed in our leadership team meeting the following week and we are already seeing the fruits of the excellent seeds you've planted in all of us. I asked the staff to reflect on what they learned and all of the comments were so positive. Everyone appreciated the reminders about negativity and choosing to have a good day regardless of what challenges are presented. For me, the biggest takeaway was to remember that everyone has their own story, and I can't super-impose the story in my head on their experience.

Thank you again for coming to our library! We hope that next time you visit, we will be able to WOW you!

Sincerely,



Amanda D. McKay
Director

Culture ◀▶ Technology ▶▶ Service

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