

Mr. Bob Dickson
President
Dale Carnegie Training of Western Connecticut
21 Maple Street
Naugatuck, CT 06770

Dear Mr. Dickson,

This is to state the commitment Greenwich Hospital has towards the Dale Carnegie training and the positive impact it has on our organization.

Our mission states "Greenwich Hospital maintains high standards by recruiting and retaining excellent staff and providing leadership through practice, education and research."

The Dale Carnegie course is an important part of the education we provide. To date, 85 managers have been through the training and an in-house course was done last April 2004. The participants still talk about the benefits of the class. And, impressively, many staff has commented on the improvements they have seen in their leadership as well.

Thanks to the training, managers are leading by example, building stronger teams, communicating more effectively and using the Dale Carnegie Human Relations principles to help make Greenwich Hospital an outstanding organization.

Sincerely,



Kathleen Lynch Cartine
Staff Educator
Education Department
Greenwich Hospital
5 Perryridge Road
Greenwich, CT