



North Carolina Association of
Electric Cooperatives, Inc.

Susanne Gaddis
118 Pinoak Court
Chapel Hill, NC 27514

Dear Susanne,

Thank you for your dynamic presentation, “First Class Communications; Ego-Busters vs. Ego Builders” at our Board Officers’ Conference in Pinehurst.

The way you were able to build your presentation and materials around the conference’s “postal” theme was very ingenious and resourceful. Your references to real life situations and your responses to the participants’ questions provided a fresh perspective on how we communicate with one another.

You will be pleased to know that you received overall “excellent” ratings on the evaluations. Some of the participants even commented that they wished you had more time for your presentation.

Susanne, thanks for all you did to help make this year’s NCEMC Board Officers’ Conference one of the best!

I enjoyed meeting you and working with you and look forward to more opportunities to do so in the future!

Warm regards,

Audrey Williams
Manager of Training and Development