



Department of Employee Relations

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David Heard
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Executive Director

Frank Forbes
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Michael Brady
Employee Benefits Director

December 23, 2003

Chris Clarke-Epstein
SPEAKING!
PO Box 37
Wausau, WI 54402

Dear Chris:

On behalf of the City of Milwaukee-Department of Employee Relations, thank you for presenting our annual "Hot Topic in EEO" on November 19, 2003. Due to the approaching changes occurring in city government, we chose to focus on the topic of change management this year. You helped us to approach the full-scale change happening all around us with greater understanding and optimism.

As reflected by the comments on the attached **Training Program Evaluation Summary**, your presentation was very well received! Our staff appreciated your insight into the topic of change as well as your personal presence and experience.

It will hearten you to know that since your talk in November, I have noticed people referencing it. For example, at the Holiday Party, an array of sweets displayed in the middle of the table caused people to remark, "Remember – it's okay to eat dessert first!" And so they did!

We are so grateful that you were able to accommodate our request to speak at the City of Milwaukee. Your words of wisdom will stay with us and guide us as we begin a new year, sailing into uncharted waters.

We wish you and your family a Very Happy Holiday Season and a Wonderful New Year!

Sincerely,

Marti Cargile
HR Recruiting and Training Specialist

Enclosure