



# Wood County

## WISCONSIN

HEALTH  
DEPARTMENT

*Susan E. Kunferman*  
DIRECTOR

October 3, 2005

Chris Clarke-Epstein, CSP  
SPEAKING!  
P.O. Box 37  
Wausau, WI 54402

Dear Chris:

I wanted to drop you a letter to thank you for the excellent presentation you did for the Wood County Health Department in August. My staff and I thoroughly enjoyed your presentation style, and appreciated your nice weave of content and humor. You did a great job keeping everyone's attention throughout the presentation.

As the director of the department, I am thankful for the way you took the information I provided on your worksheets and incorporated our unique issues into your presentation. Your five prescriptions hit the nail on the head and you said so many things that many of the employees really needed to hear. Since your presentation, I have noticed that we have all been able to move on, put the past behind us, and accept our new organizational structure and the fact that some people are no longer with our agency. I knew the changes that needed to happen and you helped the resistant ones accept and deal with those changes.

Our department is doing well and moving forward in a positive direction. I find myself reminding stragglers of your prescriptions and we often laugh as we remember the things that you said. I also find myself hearing you say, "Each time you turn your back on poor performance, you have just set a new standard." This keeps me focused because I know my standards are high and I want them to remain there.

Again, thank you so much for your excellent presentation about change. We needed it and it worked! I have already recommended you to many people!

Sincerely,

A handwritten signature in blue ink that reads 'Sue Kunferman' with a long horizontal line extending to the right.

Sue Kunferman, RN, MSN  
Director/Health Officer