



Lisa Jean Smith
Learning Journey, Inc.
PO Box 164
Heron Lake, MN 56137

Dear Lisa Jean,

I wanted to thank you again for providing our region with such an outstanding training session. The thoughtful questions you asked and creative suggestions you made in advance of the training ensured that we were fully prepared both physically and mentally.

I was very impressed with your ability to create a comfortable, inclusive learning environment that encouraged participation and made every person feel valued and heard. The examples and analogies you provided throughout the training were very on-topic and easy to relate to—but more importantly—you were able to draw out the experience and expertise from within the group. It was obvious to everyone that you believe in and model the skills and qualities that were the focus of the training you provided.

Even though the training session lasted three days, you read the group very well and managed to keep everyone engaged and focused. Your professionalism, expertise and sense of humor made the course interesting, applicable and fun. The lessons learned were easy to understand and every participant was eager to implement what they had learned.

I look forward to working with you again soon and wish you continued success.

Best regards,

A handwritten signature in blue ink that reads "Jeannie Kermeen".

Jeannie Kermeen
Continuing Education & Customized Training