



April 27, 2007

To Whom It May Concern:

Lisa Jean Smith Facilitated the Health Care Leadership Series for Sanford Tracy and Sanford Westbrook hospitals. The sessions included the following: Essential Skills for Health Care Managers, Improving Staff Performance (part I & II), Coaching Staff, Building Consensus, Leading Staff through Change, Conflict Resolution and Effective Teamwork.

Lisa Jean is very energetic and exciting in the classroom. She keeps the class interested in the topics. Throughout the sessions Lisa Jean uses many useful case scenarios to help the class utilize the information she is teaching.

Lisa Jean is very knowledgeable in these topics. The evaluations turned in by those who attended the sessions rated her very highly. This series would be beneficial to any manager seeking leadership education.

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