

Mr. Rod Waddell  
Dynamic Resource Development, Inc.  
1642 N. Lakemont Avenue  
Winter Park, FL 32792

Dear Rod:

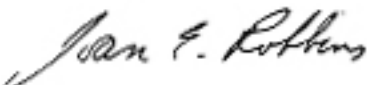
RE: AT&T Course #MS6422 (12/5&6/94)

I wanted to take a moment to tell you what a dynamic and effective instructor you are.

I recently attended your class, "Advanced Negotiations, Getting Past No" in Somerset, NJ. I've taken many courses throughout my career with AT&T and yours was the best I have ever taken (and I'm a *very* tough critic!). I found the course material to be highly relevant to my current position leading project teams, but even more so, your ability to capture the essence of Ury's "Getting Past No" process and bring it alive to the class made this course an interesting and valuable learning experience for me. Your background and experience suited you well for answering questions, providing insight and advice to current on-the-job negotiation issues, and enhancing the course material.

Thanks for a job well done!

Sincerely,



Joan E. Robbins  
Business Services Manager  
AT&T Corporate Information Technology Services

Copy to  
Joan Frezza - AT&T School of Business