



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
U.S. ARMY SPACE AND MISSILE DEFENSE COMMAND
POST OFFICE BOX 1500
HUNTSVILLE, ALABAMA 35807-3801

March 16, 2000

To Whom It May Concern,

Darren Murphy was the facilitator and instructor for approximately 70 people from the U.S. Army Space and Missile Defense Command on "Managing Workplace Negativity" in January, 2000. Mr. Murphy did an outstanding job, making the topic interesting and understandable. His knowledge of the subject matter was masterful, and he used events in his own life to highlight, emphasize and reinforce conceptual material in the course.

Comments from my personnel that attended the seminar were uniform in their praise for the skills and presentation style Mr. Murphy displayed. Even the one person who didn't "get it" (and who needed it the most) said Mr. Murphy was a complete professional who made the day educational, informative and fun. The group's consensus was that the training exceeded expectations in every way.

I was particularly pleased with Mr. Murphy's efforts to ensure my organization got what it needed. He not only called me (as the office director) before the training date to ensure he understood what I wanted from the seminar, he also worked diligently with my staff members (Mrs. Denise Owens and Mrs. Jan Burke) to tailor the presentation to my organizational needs.

Mr. Murphy has my unqualified endorsement and recommendation. You will be more than pleased with his efforts on your behalf.

Mark J. Lumer

Mark J. Lumer, SES
Contracting Executive