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Mr. Randall Munson
Creatively Speaking
508 Meadow Run Drive SW
Rochester, MN 55902-2337

Dear Randall:

WOW!... 90% of our employees rated your "Success Through Creativity" program "Excellent". We've never had another staff development workshop presenter get that kind of quality response. It's not surprising then, that 87% of them said, "Yes"... let's have Randall Munson back! Thanks, Randall, for delivering an entertaining and thought provoking program.

Since a legislatively mandated consolidation, Rochester Community and Technical College has experienced tremendous change and has faced increasing competition from both public and private higher education providers. Utilizing your creative "thinking outside the box" strategies, RCTC has experienced double-digit enrollment increases, new program development, and improved student and staff satisfaction survey results.

Rochester Community and Technical College is a better place to learn and work because you presented here! I've witnessed three significant staff improvements in our organization thanks to your program:

- A willingness to consider several, sometimes radical, problem-solving alternatives
- A more student-centered, user-friendly, customer-driven attitude
- A realization that it's acceptable to have fun at work

I believe one of our asthmatic employees said it best... Randall Munson's program was "*A 2-puffer (laughter affects my asthma). I had to use my inhaler twice. (This is a large compliment!)*"

If anyone questions the value of investing in a Randall Munson program, please have them call me. Without a doubt, you were one of RCTC's best staff development programs ever!

Sincerely,

A handwritten signature in black ink, appearing to read 'Don Supalla', written in a cursive style.

Don Supalla
President