

**Kirby Risk Electrical Supply**  
1440 W. 16<sup>th</sup> Street  
Indianapolis, Indiana 46202-2002  
317/687-0015  
FAX 317/687-1226



Mark Kenczyk  
Partner  
Garcia & Associates, Inc.  
P.O. Box 874  
Hillsdale, Michigan 49242

Re: Negotiating for Success – Inside Sales

Dear Mr. Kenczyk,

Recently, our company asked several of my employees and I to participate in your one-day Negotiations Training session. I'm a management professional and a committed life-time learner, so I'm always on the lookout for ideas, strategies, and training that can give my team a leg up on the competition. I was excited to have the opportunity to participate in your training, and was hoping that my team would be able to walk away with a couple of gems that each of them would be able to utilize on the job.

I'm here to tell you that the training exceeded my wildest expectations. Mark, you knew your stuff. You didn't use one PowerPoint slide. You didn't lecture us. You simply, connected with your audience, instructed, illustrated, and coached. The material was very clear, insightful and to the point. The role plays were fun, educational, and conducted such that no one was intimidated or embarrassed. At the end of the day, each of us walked away with a new way of thinking and with several gems that we could utilize in our every-day lives as well as on the job.

The training seems to have had a very positive impact on my team. The training took place approximately two weeks ago; yet, I still hear employees talking about the session. I've observed them applying what they learned. Way to go Mark. As far as I'm concerned, you hit the ball out of the park. Nicely done!

Sincerely,

A handwritten signature in black ink that reads 'John Cowger'.

John Cowger  
Area Operations Manager – Indianapolis Area  
Kirby Risk Electrical Supply  
1440 West 16<sup>th</sup> Street  
Indianapolis, IN 46202