



# SOUTH CENTRAL KENTUCKY Area Health Education Center

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To Whom It May Concern:

As you probably know, many of the problems we face every day in the work place can be traced to communication. This is true regardless of the type of work setting but in the health care industry, communication problems can have severe consequences. Of course, we all think we communicate well and the problem is with the other person! Communication skills can be learned and the process can be fun and enlightening for the participants.

If you are interested in improving communication in your work place, I can recommend the Communication Series – Train the Trainer program developed and conducted by Darren Murphy. Mr. Murphy conducted this program for a group of Emergency Medical Services personnel in September in Owensboro, Kentucky. The evaluations were outstanding. And if you know anything about EMS, you know this is a tough audience. Participants gained insight about various forms of communication and the impact on the listener. They learned how to communicate effectively to get the results they desired. This workshop was interactive, informative, and entertaining.

I have never recommended a training program before. But I feel so strongly about this program, I am willing to make this recommendation. I am confident you will be very satisfied with the results.

Cordially,

A handwritten signature in cursive script, appearing to read "Lucy Juett".

Lucy Juett  
Center Director