

Department of Water
(937) 443-3725
(937) 228-2833 (FAX)

City of Dayton
320 W. Monument Avenue
Dayton, Ohio 45402



October 29, 1999

Ms. Thea White
Sales Representative
Pryor Resources, Inc.
2000 Shawnee Mission Parkway
Shawnee Mission, KS 66205

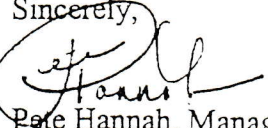
RE: Darren Murphy: Outstanding Conflict Management and
Conflict Resolution Presentation

Dear Ms. White:

Approximately 100 employees from the City of Dayton, Division of Water Distribution had the opportunity on October 27 and 28, 1999 to participate in the Conflict Management and Confrontational Skills Seminar sponsored by the Fred Pryor Resources, Inc. The instructor, Mr. Darren Murphy, facilitated the seminar in a yeomanly laudable manner. Mr. Murphy went out of his way to tailor the seminar to meet our specific organizational needs.

The knowledge, skills and techniques used were extremely beneficial to all of those who attended. The Department of Water intends to continue training opportunities for our employees and will recommend Mr. Murphy's services to other City departments.

We will be contacting your office to arrange additional training programs for our employees. As previously stated, we were extremely pleased with Mr. Murphy's expertise, knowledge and "bend-over backwards" customer service.

Sincerely,

Pete Hannah, Manager
Water Administration

PH/mce

Cc: Mr. B. Zilli, Mr. W. Simpson, Mr. T. Payne, Ms. "Dr. J." Garcia,
Mr. M. Herrlein, Ms. S. Seagraves, Mr. D. Murphy, Ms. M. Engle, File