



2700 Wayne Memorial Drive • Goldsboro, North Carolina 27534

November 16, 2012

To whom it may concern:

Kathy Sprau, of Kathy Sprau Motivating Communications spoke at our Excellence in Nursing ceremony November 13, 2012. She was a big hit as she energized the group in participative learning. Her message of reframing our actions, attitude and communication "to the positive" was timely and effective during these times of stress and chaos in Health Care. She had our senior leaders, nursing staff, directors, and even the children in the audience were entertained and engaged. The activities were short and effective in applying the message she presented. We recommend Kathy as a speaker and as a motivator for customer service and building leadership skills. Kathy customized her presentation to include issues we deal with in Healthcare. When employees need reminding of the importance of remaining positive in our interactions with others Kathy will be the one to call.

Sincerely,

Shirley Harkey, RN
VP, Patient Services

Sherry Rogers, RN
Director, Staff Development