



Heritage
United Way

228 Maple Street, 4th Floor
Manchester, New Hampshire 03103-5572
Tel 603 625-6939 Fax 603 627-6057
www.heritageunitedway.org

October 7, 2004

David Liddell, President
Skye Business Solutions, LLC
20A Northwest Boulevard, #229
Nashua, NH 03063

Dear David,

On behalf of the senior staff and Board of Heritage United Way, I'd like to thank you for your generous donation of talent and time during our recent management retreat.

Scheduling two half-days of "thinking time" gave us a rare opportunity to take a step back from our daily work and develop ideas that will benefit the organization for years to come. Your force field analysis method for discerning and prioritizing the forces that affect our business evoked excellent discussion among the staff during and after the sessions.

In my opinion, an often under-appreciated benefit of sessions such as these is the confidence it gives a staff to imagine what it can achieve by working together.

The entire staff agreed that your presentation, materials and delivery were excellent, and we would be fortunate to have the opportunity to work with you in the future. Thank you again for your commitment to Heritage United Way.

Best regards,

Gail M. Garceau
President