



United States Department of the Interior



FISH AND WILDLIFE SERVICE Mountain-Prairie Region

Sand Lake National Wildlife Refuge
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January 5, 2010

Ms. Jeri Mae Rowley
P.O. Box 352
Annabella, Utah 87411

Dear Jeri Mae:

I first had the opportunity to become acquainted with you when you presented your "Saddle Up for Service" seminar in May 2009 at a Huron, SD Chamber of Commerce training seminar. Your energy and lively delivery methods kept the audience engaged in the topics you were presenting. After seeing and hearing that presentation, I decided that you would be a good speaker to work with on a future US Fish and Wildlife Service meeting I was coordinating.

From our first discussion in May until your presentation to the Prairie Zone Project Leaders meeting on August 12, 2009, I was impressed by the process you used to prepare for the meeting in Minot, ND. You took the time to conduct conference calls with several managers and also built a survey that all meeting attendees completed. All of this information was used to build your "Emotional Intelligence at Work" presentation into a useful and meaningful discussion with my colleagues.

It was a pleasure to work with you and also to learn from you in a light and entertaining setting that provoked good discussion and created a positive learning environment. Thanks again.

Sincerely,

Harris J. Hoistad
Project Leader