



September 3, 2014

Dear Candido:

Thank you and your team for guiding us for the past eighteen months through the Management Development Program. Your company's level of commitment and assistance has exceeded our expectations and demonstrates your passion as well as program quality and superb delivery. This dedication not only guides its participants through the well designed and developed materials, but most importantly, it is delivered with the standard of excellence that is taught.

In the fast paced changing healthcare economic environment, it is essential for organizations in healthcare to find creative, paradigm shifting, blocking and tackling opportunities in order to remain viable to provide the services and care that are so critical to the very mission and purposes we exist. Competition is unprecedented and revenue streams are declining. Balancing cost, care, quality and regulatory requirements are everyday concerns that healthcare providers face and must find new paths not only to survive but to flourish in these uncertain days of "reform".

The MDP program provides the tools needed to make the improvements a reality for any group as well as any individual within a group. For my own personal experience over the last 18 months, applying the Interest-Based Negotiations concepts, I was able to add over \$3,000,000 in value thru savings and/or added revenue thru four separate agreement negotiations. Speaking specifically to Delegation, Conflict Management and Time Management, I calculated a returned value to MEDIC of an additional \$39,824.

The other MDP participant's ROV calculations amounted to \$ 639,245.00, for total returned value to MEDIC over \$ 3,700,000.00! This result is a return on investment that can't be found in the marketplace and invaluable to our organization and its future in an uncertain healthcare industry.

The Management Development Program delivers more than it promises; of course, contingent that the whole management team is fully committed engaged and involved in the process. A totally committed team combined with the Foresight guidance, built in accountability, follow-up and practical application of the key management core concepts has limitless possibilities.

The Management Development Program was money well invested. Without hesitation, I can wholeheartedly recommend this program to any company that seriously wants to take their management team's communication and skill sets to the next level.

Sincerely,

A handwritten signature in black ink that reads "Debbie J. Carper". The signature is fluid and cursive.

Debbie J. Carper, CMA
Chief Financial Officer
MEDIC Regional Blood Center