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OFFICE OF THE CHANCELLOR  
HUMAN RESOURCES

LYNNE B. HELLMER  
SENIOR DIRECTOR  
SYSTEMWIDE PROFESSIONAL DEVELOPMENT

Mr. Steve Gilliland

Dear Steve:

What can I say ... you truly didn't exaggerate. Yes, you really *are* one of the best speakers I've ever heard ... not simply for the content of your presentations, but also for your ability to "know" your audience and play to their needs. Academic administrators, in fact anybody in higher education, have to be about the toughest group to face. They're critical and grading you from the moment they first spot you. And I don't think they were prepared for Steve Gilliland!!!!

Steve, I've been working with speakers and trainers for 29 years and I've worked with the biggest names in the industry. I'm still trying to get it through my head that some guy I'd never heard of before knocked me *and* my audience off our feet.

You're coming back. Got that?!

Sincerely,

Lynne B. Hellmer  
Senior Director