

*Now here's a letter that will make the birds sing even more sweetly in North Carolina. Thank you for your feedback, Ken!*

April 4, 2004

Dear Jane,

Hope all's well with you. In case you don't remember me, I participated in your workshop in Dallas a few years ago.

I've shared once or twice how you have impacted our training at International Training Partners, and want to give you a very brief update. First, your book *Taking Learning to Task* is your best yet! It is packed with helpful concepts.

The five-day *Sharpening Your Interpersonal Skills* Workshops we provide continue to grow, very much due to your input. Nearly 400 facilitators in many countries have been trained to provide the workshops. Nearly 100 of them are non-Americans. 26 are Indians from various places in India, 12 from East Africa, four from Nigeria, 20 from Korea, as well as several others. Plans are to begin training Venezuelans and Chinese facilitators very soon. We can no longer keep track of all the workshops that are going on. The adult learning principles work flawlessly in every culture, as you already know. The workshop materials have been translated into eleven languages so far.

After the eight-day training for 16 Indian facilitators in February, they were asked what principles they were taking away. Here are a few of their responses in no particular order, for your encouragement:

*Experienced teamwork.*

*Importance of affirming participants, smooth transitions, preparation.*

*Remember: this is a dialogue.*

*Safe environment.*

*Not one of us is as smart as all of us.*

*Learn to redirect questions to the group.*

*Everyone has a gift to bring.*

*We need to prepare and practice well ahead.*

*Bring MAX FLEX and variety into the training.*

*Maintaining focus while allowing space to think and reflect.*

*Be focused on the outcome.*

*Be flexible.*

*Know your notes.*

*Give time to reflect in silence.*

*Instructions must be communicated clearly.*

*Accept constructive criticism positively because of safe environment.*

*Make sure questions are clearly worded.*

*Refer back to previous lessons.*

*Stand and move around appropriately.*

Once more, Jane, you have influenced the quality of our workshops far more than all other people combined. Thank you!

- Ken Williams, Ph.D.