STATE OF DELAWARE
DEPARTMENT OF CORRECTION
240 E. COMMERCE STREET
SMYRNA, DELAWARE 19977

TELEPHONE: (302) 736 - 5601

STAFF TRAINING
ACADEMY

August 8, 1996

Mr. John Shuford
Conflict Resolution Services
103 Dalwin Drive
Dover, Delaware 19901

Dear John:

I am in the process of reviewing and analyzing the training that has been conducted since September 1992. According to my records you began conducting conflict resolution training for the Department of Correction in November 1993 and have trained over 150 of our employees. The job classifications span the spectrum from clerk typist to probation and parole supervisor through captain.

The evaluations for all of these session have been consistently falling in the very good to excellent range. These ratings applied to both content and instruction. Let me share some of the specific comments that were received on evaluation forms.

"Make this training mandatory for everyone and have an advanced group to follow this one".

"This training has greatly increased my supervisory skills".

"What stood out for me was learning to listen with out speaking until the speaker is finished. I have a problem doing this and it showed me the positive that comes from listening. I have learned how to deal with conflicting situations and I am hoping that besides helping with a co-worker it will also help at home".

Aside from the quality training you provided to the Department of Correction I believe the "best practices" suggestions you provided were very helpful to the administrators and managers.

Mr. John Shuford
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Overall, I was very pleased with the training and consultation services that you provided to the Delaware Department of Correction. As a result of this training we have implemented conflict resolution in our basic training. I believe we will continue to look for opportunities to resolve conflicts in a positive constructive manner that promotes teamwork. It has been a pleasure working with you.

Sincerely,

Kathy Mickle-Askin, M.C.
Training Administrator II