



Ohio Department of Rehabilitation and Correction

MARION CORRECTIONAL INSTITUTION
P.O. BOX 57
Marion, Ohio 43302

Bob Taft, Governor

Reginald A. Wilkinson, Director

June 17, 2003

John Shuford
209 North New Street
Dover, Delaware 19904-3127

Dear John,

I wanted to write to you to give you an update on our Conflict Resolution and Team Building program (CRTB).

Since your trips to Ohio during which you presented the program and then returned to train the trainers program, we have held eight training sessions with 135 employees.

Employees consistently rate CRTB extremely high on the evaluations. It is generally thought to be the best training program that staff has participated in. Attendees particularly identify being able to develop personal relationships with others as very impactful. The labor unions are strong supporters of CRTB. Employee grievances have dropped to an all time low.

Attached is a list of comments that tell the MCI story. Thank you for helping us change the culture at MCI. It is the best investment of resources that we have ever made.

Sincerely,

A handwritten signature in cursive script that reads "Christine Money".

Christine Money, Warden
Marion Correctional Institution

CM/kh

Attachment