



STATE OF DELAWARE
DEPARTMENT OF CORRECTION
80 MONROVIA AVENUE
SMYRNA, DELAWARE 19977

OFFICE OF THE
BUREAU CHIEF

PHONE: (302) 736-5601

August 16, 1996

To Whom It May Concern'

The Bureau of Community Corrections for the State of Delaware has had the opportunity to engage the services of John Shuford on several occasions over the past five years. John has also provided services in other areas of the Delaware Department of Correction for several years.

I personally participated in one of the Conflict Resolution seminars that John conducted for our probation and parole supervisors and found the experience to be most beneficial for all involved. It was also one of the most enjoyable training sessions I have ever attended, which directly relates to John's upbeat yet, thoughtful style of facilitating group interactions.

The staff involved noted that the training engaged them in discussions on sensitive topics in a non threatening manner. This is particularly important for our employees since "turf wars" tend to erupt at any hint that there is a problem to be resolved.

Overall, our staff have always given John very high marks on the quality of his seminars. They have retained their positive attitude towards the training and have suggested that it be repeated periodically for staff who may have missed out on the experience.

If you would like to discuss our experience with John in more detail, I can be contacted at (302) 739-5601.

Sincerely,

A handwritten signature in cursive script that reads "Noreen Renard".

Noreen Renard
Bureau Chief