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September 26, 2001

Mr. Dennis R. Kyle  
CEO  
Positive Results  
32818 Walker Road  
Suite 103  
Avon Lake, OH 44012

Dear Dennis:

Thank you for providing such timely, well-organized and comprehensive training. When we contacted with you back in February of this year, we had a serious need for training. Following a few discussions with you, we were well underway to meeting our objectives. In a very short period of time, Positive Results and you competently assessed our training needs and developed the appropriate training curriculum. Just six weeks later, you were here training our staff!

The energy, excitement, real life experiences, and humor you brought to the room were unparalleled. I received numerous positive comments from our staff once we returned to the office. Your "Sales Aptitude Assessment" was also a great tool for our staff. It pinpointed many areas of difficulty for Copyright Clearance Center and uncovered some we were unaware existed.

Training has not been a staple here at Copyright Clearance Center; however, the impact your course had on our organization motivated us to do more. We are excited to have you back for the entire fiscal year 2002, implementing more of your dynamic consulting and training.

Your preparation and care to detail is what makes you a great fit for our company. I highly recommend Positive Results and Dennis R. Kyle to any organization needing to fulfill sales related projects.

Sincerely,

Bob Weiner  
Vice President, Corporate Sales and Publisher Relations  
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