



American Association of Healthcare
Administrative Management
formerly American Guild of Patient Account Management

Greater Florida
Buccaneer
Chapter

Mr. Barry Banther
Banther Consulting, Inc.

Dear Barry:

I would like to extend my heartfelt congratulations on your fantastic Keynote Address to the attendees of the Greater Florida Buccaneer Chapter of AAHAM's Fall Conference last month. Every speaker evaluation I received showed that the attendees found your presentation highly useful and interesting to them personally.

A comment one of my colleagues made after your presentation has stayed with me these past few weeks. She said that the difference between you and other speakers she has heard was in your honesty. I wholeheartedly agree! Unlike many motivational speakers I have heard, you didn't "rev" us all up and turn us loose on an unsuspecting public! Such an approach seems destined for failure; despite good intentions to change or "turn over a new leaf", many of us experience a setback and give up our plans to change or improve in an area of our life. Unlike other speakers, you warned us that we would fail, and through telling examples from your own life, gave us a clearer picture of how when we fail (and we will fail!) we can regroup and continue on our path to change.

Thank you again for speaking to our group. I wish you continued success and joy in your life.

Sincerely,

A handwritten signature in cursive script that reads "E. Luci Dahl".

E. Luci Dahl
Fall 2000 Conference Chair
Greater Florida Buccaneer Chapter
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