



MERCK FROSST CANADA INC.

May 9, 1991

Mr. Michael Gelb
President
HIGH PERFORMANCE LEARNING
4613 Davenport St. W.
Washington, DC 20016

Dear Michael,

Hi from Montreal! You did it again; another superb teaching performance for Merck Frosst Canada Inc! On behalf of Andrew Quinn and the entire operations team, please accept my sincere thanks and appreciation for two days of High Performance Learning. You certainly delivered Quality; modeling the standards of performance of the Merck World in achieving the learning objectives we had set during our pre-seminar teleconference.

I have had the opportunity of chatting with many of the participants and I must say that the excitement and interest in "mind mapping" is increasing at a rapid rate. Many are now using mind maps on a daily basis.

Andy was particularly impressed with the quality of the mind maps that were presented on Sunday as part of the homework assignment. Meetings are now being scheduled to develop action plans for implementations of some of the ideas. I will send you a copy of the mind maps along with a personal copy of the workshop video.

All participants liked your teaching style and learning methodology. They were impressed with how you were able to keep the attention of all 70 participants and enhance interaction throughout the 2 days. The Juggling experiences will be remembered for a life time. It certainly got everyone working harmoniously together, both within departments and interdepartmentally. This in itself will ensure return on investment.

Michael, your seminar will undoubtedly prove to be the major reason why our operations team will achieve their goal of being number 1 for Quality in the Merck World. You have given each member the personal confidence and positive attitude for practical application of creative thinking skills in achieving quality, team work and effective leadership.

Thank you for your tremendous support in helping me to ensure the ongoing personal growth and development of our employees at Merck Frosst Canada Inc.

Sincerely,

Mike Landry