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Delano E. Lewis
President and Chief Executive Officer

July 6, 1992

To whom it may concern:

This is a letter of endorsement and strong support for Michael Gelb and High Performance Learning. I've worked with Michael Gelb as Vice President and as President & CEO of C&P Telephone Company for the last six years. Without a doubt, Michael Gelb's training, ideas, and motivational techniques, have forged a high performance team here at C&P Telephone. I've been impressed with Michael's ability to understand our business challenges and to tailor his techniques and methods to help us solve those problems.

His leadership is not only educational but inspiring. He brings out the high potential in each individual manager. Without a doubt, after his courses, our managers are motivated to high productivity.

In early 1992, I asked Michael Gelb to tailor a communications training program for all of our managers at C&P Telephone Company. He did this in an outstanding manner and the payoff is in the way we communicate, not only internally, but to our stakeholders and the outside world as well. The feedback on these training sessions was positive and I'm certain that this training program will set the model for Bell Atlantic.

I can recommend High Performance Learning without reservation. Michael Gelb reaches each manager, but at the same time develops a sense of team spirit. Our team in C&P of Washington is moving forward together and a great deal of credit goes to Michael Gelb.

