

FORESTCITY

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To Whom It May Concern:

RE: Harry Lader, Ph. D., Certified Microsoft Office Specialist - Master level in all applications,
Certified Microsoft Office - Master Instructor

As the HR Learning and Development Manager at Forest City Enterprises in Cleveland, Ohio, I've had the opportunity to work with Harry Lader to provide Excel training to our associates. Specifically, we needed to improve Excel skill levels across our Accounts Payable department. After meeting with Harry, we decided to try his hands-off approach to training. Because of the wide range of skill across the team, his approach would make it easier for each participant to learn at their own level and pace.

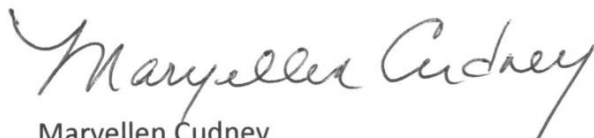
Harry Lader taught two 3-hour classes about a week apart at our corporate office in Cleveland. This approach gave the participants time to apply the material between sessions and avoid overwhelming them with too much information. For each session first two hours were hands-off training (no computers) followed by one hour of practice (with computers).

The practice session after the hands-off training allowed the participants to either practice what they had learned using their own spreadsheets or using the files that Harry provided as part of his hands-off training. Each participant practiced on the computer at their own level, while Harry observed and provided individual coaching, as needed. Because of the diversity in Excel skill sets, this method was more efficient and effective than if we had a traditional hands-on class where everybody would have had to follow along on the computer at the same pace, regardless of their skill level.

The feedback from the participants confirmed that the training was extremely beneficial. Some stated that the shortcuts, hot keys, and tips Harry provided enabled them to work much more efficiently with Excel, saving a couple hours of work each week. A majority of the participants rated the class excellent or very good. One of the participants commented that the manual was great because "everything Harry presented was clearly explained in the manual, so very few notes had to be taken."

I am extremely satisfied with the classes that Harry provided for Forest City Enterprises and look forward to having him teach additional classes for us in the future.

Sincerely,



Maryellen Cudney
Manager, HR Learning and Development