



Mike Hourigan
Hourigan and Associates

Dear Mike:

I would like to thank you for the wonderful presentation on negotiation skills that you did for the staff at BCBSNC. All of the participants enjoyed attending.

Everyone felt that you are an enjoyable speaker, and that the information will be very useful. The constructive suggestions on how to handle difficult providers and others were very timely. We are already applying the skills to improve our daily working relationships.

Thank you and I hope to see you again.

Sincerely,

Denis O'Connell, MD