



Testimonial for Mike Hourigan

Dear Mike:

Your practical and interactive program at our Claims Spring Training event was a rousing success. No video could capture what you did for our audience. From your first story to your last, people were engaged, excited, and interested in your innovative approach to negotiation and communication skills.

Your level of preparation and the way you went about learning and understanding our needs prior to delivering your presentation was impressive. The prep work allowed you to deliver a presentation that was specifically tailored for us and exceeded our expectations.

Your audience involvement was perfect for our group of claims adjusters, who are involved in complicated and sometimes with emotionally charged interchanges with our clients. You had people laughing at themselves and their coworkers while learning valuable negotiation skills. Everyone was on the edge of their seats waiting to share their situations with you and the team. You have a way of making everyone feel welcome and valuable almost immediately.

Over the last month, as I wandered through work areas, I have noticed your training workbook on our staff's desks. That is exactly the result we wanted - people utilizing your techniques to deliver better results for our clients.

A big thank you from our leadership team here at Mountain West Farm Bureau Mutual Insurance and 360 Insurance Companies.

Sincerely,

Jeff Suloff
Vice President of Claims

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