



E. I. DU PONT DE NEMOURS & COMPANY
INCORPORATED

CLINICAL AND INSTRUMENT SYSTEMS DIVISION
WILMINGTON, DELAWARE 19898

June 8, 1983

Mr. Michael Gelb
3620 38th Street, N.W.
Washington, D.C. 20016

Dear Michael:

It has been three months since Learning Resources participated in the High Performance Learning experience, and the most amazing things are still going on around here.

I am certain it is no surprise to you that my letter was not among the first you received. I have waited intentionally for the energy-charged emotional impact of the recency effect to fade (as is the usual situation following developmental programs). Do not be misled by the timing of this letter. I have quit waiting; the effects of HPL have only increased!

The benefits of our custom-tailored HPL experience continue to grow beyond anything I would have believed possible. Communications are enhanced through the sharing of mind maps, meetings are shorter and more productive, attitudes towards both learners and the learning process have undergone remarkable and highly positive transformations. Examples of the latter are abundant. The Learning Center environment is changing to incorporate what we've learned about the factors affecting learning. Mind maps depicting the benefits of breaks are being used with customers and self-paced relaxation exercises are being added as course modules! The level of personal involvement being demonstrated by each individual is at least tenfold what it was before HPL, while the level of supervisory-initiated stimulation has decreased.

There are many reasons for all this success but I feel three stand out as most significant. First, the evidence you presented for how and why we humans learn was research-based and has given us a necessary "left brain" foundation

June 8, 1983

for conducting and analyzing our experiments in the Training Center. Secondly, you have enabled us to utilize tools that work and, by being more creative in our approaches, have helped us have more fun in our work. And finally, through your role as facilitator you captured the essence of HPL and reinforced the principles in a living model. That is truly a high power learning resource.

The potential for continued use of HPL techniques appears unlimited. I am particularly excited about the upcoming field trials of Distributed Customer Training and the opportunity to demonstrate great success with learner-oriented courses in a totally new environment. As we continue to build our skills as facilitators of learning, we are empowered by the shared vision of Learning Resources capturing a leadership position in influencing health care education and training. I wish you could feel the collective energy and commitment in the work directed toward achieving that goal!

I won't try to list all the ways in which HPL has helped me personally. Suffice it to say that my awareness of the learning process and my understanding of my own role in helping others learn are orders of magnitude greater than before. I will continue to approach new learning situations eagerly and with confidence as a result of HPL.

Many thanks, Michael, for helping me to recognize my own untapped potential and for enabling all of us to capitalize on our talents and greatly enhance our own effectiveness as providers of learning resources.

Best regards,



Susan L. Mazur
Manager, Training Resources