



# International Institute of Municipal Clerks

Professionalism in Local Government through Education

June 15 2014

Dear Michelle Ray,

Your keynote "*No More Drama*," was a smash hit with our delegation at the 68<sup>th</sup> International Institute of Municipal Clerks Annual Conference. As you know, the 700 attendees were Municipal Clerks from across the world, all of whom have very high expectations. Satisfying their diverse thirsts for knowledge is no small challenge.

After your presentation in 2010 at the IIMC Annual Conference in Reno, NV our Clerks have requested that you return to our stage year after year. I am delighted to say that you did not disappoint at your call back in Milwaukee, Wisconsin. Your presentation received rave reviews, both the day of your keynote, and over the weeks since. Never in my career with IIMC have I seen a more engaged group of delegates during a presentation nor have I ever seen so many smiles walking out the door.

I deeply appreciate the attention you took to customize your presentation to our unique audience and the time you took to prepare additional materials for them. Your well thought out presentation, refreshing honesty and dynamic personality were exactly what our group needed to recharge on the third day of the educational program. Your ability to relate to our delegation and force them to step out of their comfort zone was delightful to watch. As a meeting planner, I stand in the back of the room with each presentation crossing my fingers, hoping that the presenter delivers the presentation that I am expecting. Michelle, you went above and beyond what was expected and closed out the 68<sup>th</sup> IIMC Annual Conference on one of its highest educational notes to date. You more than "Quenched the Thirst for Education," which was the theme for our conference this year.

It was a pleasure working with you and I look forward to discussing your return to our program in the future. I wish you all the best in your professional endeavors.

Best wishes,

Ashley Carroll

IIMC Education Department