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NUI Corporation (NYSE: NUI)

Jim Smith Jr.
President & CEO
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Dear Jim,

Please accept my congratulations on a job well done! It was an absolute pleasure to have you open our Trainer's Conference!

As you know from our conversations, I am a relative newcomer to a 145 year old energy company. My challenge is to inspire a new working culture among NUI's trainer corps, and create and sustain enthusiasm for a new corporate direction and a new learning culture.

After our Internal Trainer's Conference last week, I can only say that I am thrilled with the turnaround in my trainer's group. I had heard of the creativity that you could bring to a learning environment, but Jim, you exceeded even my high expectations. Your contagious energy, well-drawn visuals and examples, and tremendous knowledge helped to turn a disjointed and difficult group into a cohesive team.

I really appreciated the way that you helped each of our trainers to get fully engaged in a great day. We were doubly pleased that you took the time to join the team for dinner and to answer our outstanding questions. You inspired a real sense of trust, caring, personal investment, and fun. It is exactly this spirit that I am hoping our trainers will emulate. Thank you for providing us with such a good role model.

Among the comments I heard from some of our longer tenured trainers are that they no longer have any excuse to lecture -and they no longer want to lecture. The visuals, tools, fun and other learnings that you brought are alive and well in training sessions and hallways among our trainer corps. It just doesn't get better than that!

Please don't hesitate to call on me for recommendations. It has been a pleasure to work with you, and I am looking forward to our next internal trainer's conference already!

Best regards,

Catherine M. Woods
Director of Organizational Development and Training

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