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Dr. William Martin, a faculty member of American College of Physician Executives, offered a training workshop on *Human Resources and Conflict Resolution--Managing Physician Performance* at Harvard Medical School on May 6, 2003 and December 3, 2004, respectively. Approximately sixty (60) people received the training including Harvard Medical School (HMS) junior faculty, fellows and researchers from HMS affiliated hospitals, and Health Policy Fellows and Scholars. As a speaker and facilitator, Dr. Martin displayed breadth of knowledge on the topic and a sophisticated understanding of issues pertaining to performance management, workplace diversity and organizational conflict. He was a dynamic and engaging speaker and demonstrated excellent command of both materials and audience.

The feedback from the participants was extremely positive. As one participant put it, "The speaker was excellent. Very knowledgeable and engaging. [He] made what could have been a boring day into a very exciting and enjoyable one." Another participant commented: "Dr. Martin is a fantastic speaker! He made the program interesting and educational. I learned many things that I can apply directly to my job as a Principal Investigator." Typical comments other participants offered include:

- An excellent and engaging speaker.
- A knowledgeable and charismatic speaker. Information every physician executive should know.
- Excellent comments; constructive information.
- Very dynamic and interactive. A useful session.
- Fantastic. Good energy. Handled the session well. The information and examples were relevant and instructive.
- Practical and insightful advice.
- The speaker was confident, articulate and knowledgeable.

Sincerely,

Ying Wang, EdM
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