



Minnesota Hospital Association

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July 17, 2007

Clint Maun, CSP
Co-Founder
Maun-Lemke, Inc.
8031 West Center Road
Suite 222
Omaha, NE 68124

Dear Mr. Maun:

Thank you for your recent participation in our annual Summer Trustee Conference held July 13-15, 2007 at the Arrowwood Resort and Conference Center in Alexandria.

The conference this year was very well received and the evaluations were over-all very positive. Good education is always a top priority for the association and its membership.

Creating the mix of programs and speakers for trustees to experience is always a challenge because of the variety of background and experience each trustee brings to the event. This year's event was outstanding thanks in part to your contribution and efforts to help educate our members. Thank you again for your time and expertise. Both MHA and the trustees from Minnesota, South Dakota and North Dakota appreciate the time you spent with us.

Attached you will find a composite evaluation from this event. If you have any questions regarding the evaluation please don't hesitate to give me a call.

Sincerely,

Peggy Westby, CMP
Vice President

SESSION EVALUATIONS AND FEEDBACK 2007 JULY TRUSTEE CONFERENCE

Responsibility for the Future: Leadership Commitment to Success

Presenter: Clint Maun, CSP

Were the stated learning objectives met? 4.73

Speaker's delivery was: 4.76

What specific feedback do you have about this session?

- **This was excellent – information with humor**
- **Very entertaining and had some great points – I think it will be very useful**
- **P=S/ 4 types of people**
- **Simple, straight forward**
- **Great information and with his wit and humor made his message memorable**
- **Not only was this funny, but it brought home such great points about leadership and teamwork. Thank you!**
- **Excellent way to present points**
- **Good presenter – plenty of humor**
- **Good wake-up session!**
- **Outstanding!**
- **Good use of body and humor**
- **Very entertaining speaker**
- **Very practical and useful information**
- **Clint's mix of humor and insight really brings the issues to light**
- **Very applicable, very entertaining – holds audience attention**
- **Very fun.**
- **Excellent – great way to start at morning**
- **So glad you got him back**
- **Practical advice laced with humor – easy to listen to**
- **Good content really – but a smidge too much humor**
- **Great presentation**
- **Great way to start this morning off**
- **The speech seemed to me to be more pertinent to CEOs and staff than trustees who are policy formation**
- **A very forceful and entertaining session. All points were clear, relevant, and useful for future applications now**
- **Great morning session – active, funny and helpful**
- **Well done/fresh look at common problems**
- **Absolutely dynamic – I will use in work situation – thank you!**
- **Up-lifting, informative**
- **Mumbled sometimes hard to hear. It went fast – humorous**
- **Great! Love this because it applies to my everyday life as well. Good humor**
- **Excellent**
- **Excellent – great stories to make a point**
- **Each of us working with the future commitment for success.**
- **He is amazingly able to entertain at the same time as he makes theory points**
- **Outstanding!**
- **Didn't appreciate his style – cutting to women!**
- **Made sure attendees had discussion at table. Entertaining and useful reminder**
- **Very entertaining speaker – makes important points effectively**
- **Great speaker**
- **Lively presentation**
- **Good job but used some odd stats**
- **Hit on many things I can use!**
- **Good presentation**

SESSION EVALUATIONS AND FEEDBACK 2007 JULY TRUSTEE CONFERENCE

Session #7 – Top Team Development: Defining CEO and Board Relationships

Presenter: Clint Maun, CSP

Were the stated learning objectives met? 4.86

Speaker's delivery was: 4.86

What specific feedback do you have about this session?

- **Super**
- **Excellent!**
- **Again, very motivational**
- **Really helpful to stay focus on outcomes that we want**
- **Very informative and helpful**
- **Clint advocates boards being strategic vs. operational, but he has a lot of operational examples**
- **It was a very good session. I think the conference also has to work on session that deal with smaller organization where trustees need to perform both as trustee role and administrative role. Other topics: It would be great to have a session that deals with the basics of medical care on a community and how you assess these needs. A primer for beginners**
- **Very good topics to talk, board and CEO**
- **A-I on the mark**
- **Useful, entertaining**
- **A precise, dramatic, and humorous presentation that touched important CEO-board relationships. A needed, harsh touch of reality**
- **Very good job. Talks as the level or board member**
- **Excellent conversation – thank you!**
- **Fabulous use of humor and examples to make the points**
- **Good with rubber meets the road**
- **Great speaker. Good information**
- **Another great session**
- **Fun yet educational – allowed self measurement of own board and institution**
- **Great (correct) focus!**
- **This should've been a general session rather than a break out session**

SESSION EVALUATIONS AND FEEDBACK 2007 JULY TRUSTEE CONFERENCE

Closing Session: The Future of Health Care in America

Presenter: *Clint Maun, CSP*

Were the stated learning objectives met? 4.65

Speaker's delivery was: 4.73

What specific feedback do you have about this session?

- **Very current with his information. Thought provoking**
- **Talented speaker – makes important points**
- **Fabulous**
- **Unexplainable**
- **Funny, entertaining, good info – hard to follow fast pace**
- **Avoid speech pattern used for emphasis that are offensive to those of us with speech impediments. Otherwise – great!**
- **Very entertaining speaker but short on concrete advice**
- **Very thought provoking!**
- **Great**
- **Great!**
- **Thought provoking – entertaining – excellent**
- **Always entertaining with a great message**
- **Loved it! Took home a few good ideas/bits of information along with being very entertained**
- **Very entertaining – better be ready for change cause its coming ready or not!**
- **Please bring this person back! He gets the message out**
- **Thought provoking – very entertaining**
- **I'm not sure I found significant value in the content, but as always, I loved the presentation**
- **Good, but not as good as the first two times I listened to him!**
- **Very good – great speaker**
- **Once again, the humor was great – along with the topic. Thanks**
- **Good thoughts on what to expect as the next generation of employees**
- **Would have been a five but I think the cleft palate routine could be offensive**
- **Excellent!**
- **Great**
- **Good thoughts to try and put into practice**
- **Super**
- **Excellent message done in super way – entertaining way – Super!**
- **Insightful talk**
- **Even after the session, it's still difficult to understand the future of health care. A few ideas, concepts emerged, but these might have been expanded and exemplified**
- **Entertaining speaker**
- **So much info - so fun**
- **Excellent**
- **One session was excellent with his humor – two sessions got very old**
- **Very thought provoking, change is really retroing change in expectation and views**
- **Some humor. More than some humor. Too much humor which distracts from real message/information.**