

THE CENTER ON
AGING & WORK

WORKPLACE FLEXIBILITY
AT BOSTON COLLEGE



David DeLong
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February 25, 2008

Dear Dave,

On behalf of the Center on Aging & Work/Workplace Flexibility, we'd like to thank you for your contributions to the knowledge management virtual discussion for our Employer Partners. Your presentation on "Conceptualizing Knowledge Transfer" was both useful and insightful for the entire group.

This call was very well attended with 21 participants logging on to gain insight from you, Allison and John on this very hot topic. Attendees were able to benefit from the various models you provided outlining the criticality of knowledge transfer in the workplace. We wanted to share with you that the average rating for your presentation was 4.3 out of 5; meaning that attendees responded that they found the information from your presentation to be "helpful" or "most helpful," the highest ratings. Some feedback from your portion of the presentation was: knowledge management is an "integral part of the entire mature workers intergenerational focus", and "would like to have more time with David."

Our members clearly enjoyed having the opportunity to participate in this discussion session and we are grateful for your time and expertise. We received a follow up call from one of our employer partners, thanking us for this "thoughtful" session and for helping them to re-engage their KM colleagues, "whom," they added, "had immediately gone online to purchase your book."

We look forward to working with you again in the future.

All the best,

A handwritten signature in purple ink, appearing to read "Kathy".

Kathy Lynch
Director, Employer Engagement