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9 April 2014

**Letter of Reference:
American University in Kosovo – Training and Development Institute**

I offer this letter of recommendation on behalf of the American University in Kosovo, following the successful completion of training offered to staff at UNMIK, specifically: “Training for Communication and Writing Skills for Public Information Professionals”.

The training workshop was successful in the sense that it gave staff the opportunity to sharpen their communications and writing skills. The team felt that they did benefit and learn more about using social media optimally, identifying and engaging with their audiences, and practicing different writing styles.

Workshops to improve writing skills could benefit many UNMIK staff. Overall, participants found the training to be useful and a positive experience.

Given my staff's experience participating in the “Training for Communication and Writing Skills for Public Information Professionals” workshop, I would be happy to endorse American University in Kosovo – Training and Development Institute.

Andrea Young
Public Information Officer
Office of the Spokesperson and Public Information
UNMIK
younga@un.org

A handwritten signature in black ink, appearing to read "Andrea Young", is written over a horizontal line.