

Darren Pereira

From: Tony.OKearney@fortis.com.au
Sent: Thursday, 17 May 2001 1:34 PM
To: darrenpereira@access.net.au
Subject: Effective Personal Productivity Course

Dear Darren,

I just wish to take the time to personal thank you for all your help and guidance during my Effective Personal Productivity Course.

Having previously completed a Bachelor of Business (Management) at Monash University and the Fellowship of the Australian Insurance Institute at Deakin University, I wasn't expecting to gain much from this relatively short course. I was soon proven wrong.

Although this course presented no new management concepts to me, what it did do was translate complex concepts into simple, practical on-the-job applications. By the end of this course I had made significant productivity improvements, offering benefit to my employer, myself and my family. Through the application of various tools offered throughout this course, I am regularly leaving work earlier to have dinner with my family and proving to be more productive at work.

I consider that I am now 3 to 5 hours per week more effective in my role. As my Mid-term and Post-course reviews indicated, all my win-win goals were achieved, I am concentrating on high payoff activities, communicating better, delegating more effectively and planning my days, weeks and months through the use of SMART goals.

The use of mentors/managers for this course ensured constant feedback and support on the job. Management tools used will not only benefit me, but also my manager and many others in the organisation.

The personal satisfaction I gained as I achieved each of my significant goals has given me a renewed sense of achievement and job satisfaction.

Once again, I would like to thank you personally for your assistance and support.

Yours sincerely,

Tony O'Kearney