

Darren Pereira

Subject: FW: Effective Supervisory Management Course

-----Original Message-----

From: Kerrie.Grant@fortis.com.au [mailto:Kerrie.Grant@fortis.com.au]

Sent: Wednesday, 6 June 2001 11:45 AM

To: leadershipmanagement@consultant.com

Subject: RE: Effective Supervisory Management Course

Dear Darren,

In reference to the Effective Supervisory Management Course, I have completed a post-summary for your perusal.

I now have the ability to delegate tasks and to give others more responsibility, hence increasing motivation within the team. By diarising or listing the tasks for the next day, I have managed to greatly decrease my feeling of being "lost", and when I do feel lost, I have the confidence to ask for guidance. Tasks are now prioritised in order of importance, and more time is spent training team members to complete harder tasks and increase responsibility.

The processes of Win/Win Goals and High Pay Off Activities are fantastic concepts and I will continue to look at these and create new ones as necessary. The High PayOff Activities enabled me to understand how important my time really is, and helped me in accommodating interruptions, delegating tasks, setting goals and reaching targets.

As I had just started my new role of Team Leader when this course began, I knew that I would learn a great deal by participating and completing it. Initially I was a little "lost", however I have now found direction and as a result am more confident in my new role. I was not entirely sure what I would learn once beginning this program but understood, that like any learning experience, if I went in with an open mind, I would walk away with a great deal more experience. This I have achieved.

I have accomplished a great deal since beginning this program. It has helped me considerably within my role and I would be interested in completing another course in the future.

Thank you,

Kerrie