

Success Integrated
Darren Pereira
Suite 1-3, 131 Bulleen Rd
Balwyn Nth Vic 3104

3rd June 2005

Dear Darren,

Thoughts of the program:

- At the beginning I didn't think it would be of much benefit to me.
- By the end of the course, my opinion had changed and I thought the following:
 1. The course was good for me because it made me challenge myself to succeed.
 2. The course made me realise that I can do anything I put my mind to.
 3. I became more confident in what I was doing and happier with my results.
 4. The Sales Team worked as a team and we assisted each other and pushed each other to continue with the success we were having.

Achievements:

Business:

- Time Management: I save approximately **30minutes per day** by planning my day. My calendar is used for everything and I plan my day with my Calendar in our Lotus Notes System. Before the course I didn't have very good time management at all.
- Saying No: At the beginning one of my issues was I found it difficult to "say no" or "can I help at a later time" to people, so one of my HLA's was to have 3 strategies of "Saying No Politely".

At the beginning this saved me about **15minutes per day**, because internal employees would work on the issues on there own or I would plan and make time to help them, now I don't have as many interruptions during the day.

- Design Business Development Plan: I designed a spreadsheet on Excell, which has assisted me take notes, while I am on the phone to a prospective customer. This assists me keep track of my new business.
- New Business Results:

	Realistic,	Stretch	Dream	Actual
Plastic:	R 59K	S 71K	D 118K	\$141K Approximate
Metal:	R 25K	S 30K	D 50K	\$40K Approximate

For the new business the sales are as follows:

	March	April	May		
Plastic:	\$27169	\$1709	\$33439		
Metal:	\$121	\$1805	\$2243		
Total:	\$27290	\$3514	\$35682	=	\$66486

Thinking beyond the package

Personnel:

- To exercise for 30min x 4 times per week: This has been continued and I feel better from it. I have lost weight and have more energy and kept the weight off.
- Insulin Pump and Diabetes management: Received my Insulin Pump and my Diabetes has not ever been better. My control is really good.

Habits that have been formed:

All of my achievements have now become habits, they are conducted daily without thinking, and they are now automatic.

Impact on the above achievements:

I feel more confident that I can succeed as an Account Manager and bring benefits to the Company.

I feel more confident in life in general.

Continuing to do:

1. To Do List
2. Spreadsheet of new Business
3. Saying No
4. Exercising
5. Looking after my health.

Thoughts of on the facilitator, coaching and support:

Facilitator:

- At the beginning I didn't know what to think, but I realised that Darren was very good at making people step out of their comfort zone.
- Once I got used to that I found the approach sometimes over the top but most of the time very good, it made me feel good about what I was doing.

Workplace Mentoring:

- The Workplace mentoring was a bit slow at the beginning, but near the end I found it to be good and very supportive.

Support:

- The Sales Team are great support and we all encouraged each other to keep going.

Thanks You for assisting me to become more confident and to have the faith in myself that I can do anything I put my mind to.

Regards



Michelle Thompson
Account Manager - Internal