

3rd April 2001

Darren Pereira,
Leadership Management Australia
Suite 5, 902 Mt Alexander Road
Essendon, Vic 3040

Re: Effective Personal Productivity.

Dear Darren,

I am writing to tell you my thoughts on the EPP course I recently completed with your company. Before I attended this program, I was, I thought, reasonably well organised and had most things under control, having had extensive experience with busy positions in previous jobs. So my initial thoughts were that I would probably pick up a few pointers to improve my efficiency. I was wrong.

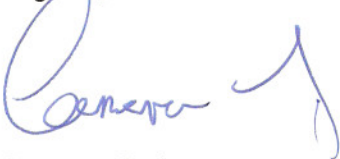
Having now completed the course, I can confidently look back over the last 9 weeks and say I have genuinely improved my work habits and now look forward to further increasing my working efficiencies by utilising the methods taught in this program. Being conservative, I estimate I have created an extra 30 minutes a day by putting into practice methods and techniques explained on the EPP course. This time is now used to plan long-term strategies which will enhance my team's output and therefore increase and improve the levels of support offered to our most important corporate customers.

Many of the goals I set during the mentoring sessions have resulted in very positive outcomes, for not only my section but also for others within my Manager's group. I intend to continue this process, as the results have been extremely rewarding.

The manner in which the course is staged is a credit to your company, the format is a refreshing and effective way to impart knowledge, where the content of each lesson can be fully absorbed and actually put into practice in the workplace over a long period of time. This format stands out in stark contrast to the average two or three day course where information overload is the only impression gained at its completion.

Please pass on my congratulations to Marian for her infectious enthusiasm and always-positive attitude that made attending this course a pleasure for both my fellow students and myself.

Regards,



Cameron Craig
Section Manager – Corporate Network Support
NEC Business Solutions Pty Ltd