

18th June 2001

Hi Darren

Just a short note to give you some feedback on the LMA course I've completed.

I did go into the course initially thinking that it would be 'more of the same'. Lots of good ideas but when I got back into the workplace I wouldn't have much time to really implement any of them. This included the initial work done on setting Win Win Goals. Dale and I set a number of goals prior to the course starting and I really didn't think I would achieve any/many of them by the dates we had set.

I must say I have been very surprised by my not only achieving all my WIN WIN goals but by my setting extra goals throughout the course and achieving them too! I have also been able to use the variety of forms/sheets etc. supplied throughout the course and now do action plans, delegation plans and set up feedback mechanisms for the variety of tasks I complete, as well as using a 'to do' list every day. These are both things I have promised myself for years that I will use regularly but never did.

The variety of new tools I use and accomplishing my win win goals have enabled me to be much more effective in my time keeping and enables me to spend so much more time with my staff and not getting bogged down on low payoff activities. I have also created my own worksheet for dealing with difficult situations and/or staff, which I use prior to going into a situation I feel uncomfortable in. This forces me to be well prepared for any staff discussion, reminds me of the importance of my attitude/feelings and my staff members attitude/feelings during these meetings and gives me greater confidence in my own abilities to handle these difficult situations.

After initially not thinking it would work, the way the course has been structured is excellent. The setting of goals prior to the course starting, having Dale as a mentor, feedback and assistance from you. As well as having a two hour weekly session at LMA and then the rest of the week to apply what we have covered, and having both a mid course and post course review all worked well.

So my thanks to both you and Colin our facilitator.

Helen Attwood

Team Manager - Customer Service and Support

National Contact Centre

NEC Business Solutions

ph. 1800 036 136 or direct on 03-8541-6720