

23rd May, 2001

Mr D Pereira
Leadership Management Australia
Suite 5
902 Mt Alexander Road
ESSENDON VIC 3040

Dear Darren,

Re: EFFECTIVE PERSONAL PRODUCTIVITY

I recently completed the above course.

Initially I was enrolled in the program through my employer with the aim of increasing my productivity and effectiveness and improving my organisational skills.

I found the goal setting process at the beginning and at the mid-term review to be very helpful in clarifying both what my employer expected of me and what I expected of myself.

The program assisted me to identify the areas of my role which were reducing my productivity, eg. Interruptions, paperflow, my own attitudes. It also assisted me to focus on the activities I perform which provide the most benefit to my employer (High Payoff Activities).

Through the program I was able to implement a number of strategies to meet my goals and increase my effectiveness including seven hours of uninterrupted blockout time each week to work on High Payoff Activities. This "blockout time" has since been introduced for all managers of the company.

The weekly sessions at LMA worked very well and the interaction with the other course attendees was of great benefit to me and enabled me to pick up even more useful ideas.

I certainly feel much more "in control" of my role since completed the course, and believe my effectiveness and productivity has increase significantly.

Yours faithfully,
PHILIP WEBB PTY.LTD.



MICHELLE HARVEY
OFFICE MANAGER