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Darren Pereira  
Success Integrated  
3/17 Calvin Crescent  
Doncaster East 3109

Dear Darren,

I wish to express my satisfaction with your Management Essentials course that I recently completed at Swinburne TAFE. Overall, I was very pleased with the structure of the course and the level of discussion available to all members of the class. It was far more engaging and helpful than a lecture style of class, which is what I had expected it to be. The materials were well organised and contained many interesting concepts and ideas that were directly relevant to my job.

Through the ongoing goal setting program that ran through duration of the course I was able to achieve some great results at work. Some examples of these are:

- Established the habit of writing a daily 'to do list' to plan my work.
- Recognised some of the regular distractions that occur at work and how to minimise these interruptions.
- Planned and executed a structured followup session to some one on one coaching which I had previously started.
- Identified my 'High Leverage Activities' and organised myself to spend more time on these.
- Completed a time sheet analysis to see where I spend my time each day.
- Identified some major areas within my department that could benefit from ongoing one on one coaching sessions and prepared a template that I will be able to use in the near future.
- Plus, a number of personal goals were set and achieved in areas of my life such as fitness and home maintenance!

Having completed this course I definitely feel more confident in my role as Assistant Manager. I have been more effective in organising my daily work, delegating work to others and in giving feedback, both positive and negative. I have also been able to combine my own daily planning with that of my Manager, which allows us both to have a clearer view of what needs to be achieved each day. We are both finding this to be a very effective practice.

The fact that the course was spread over six weekly modules, rather than just a one day training session, was an advantage because the ongoing focus on goal setting and planning has now made these more of a habit for me. I was highly impressed with your level of energy and enthusiasm at every class. It was obvious to all of us that you really believed in the ideas you were teaching and that you cared about the results of our weekly achievements. Having such a small class allowed me to feel as though all of my questions and issues within each topic were well and truly covered. I would strongly recommend your course to anyone who was looking to improve his or her management skills.



58-76 Stephenson St  
Richmond VIC 3121  
Ph (03) 8416 8010  
Fax (03) 8416 8011  
email: [Insurance@rocket.com.au](mailto:Insurance@rocket.com.au)

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On a more personal note I wish to thank you for helping me to gain some clarity in regards to some aspects of my life that I now realise I had been neglecting. Your ability to get to the heart of the matter is a great skill and I'm sure it will lead you to bigger and better success in your own endeavours.

Kind regards,

A handwritten signature in cursive script that reads "Marcus Goodwin".

Marcus Goodwin  
**Assistant Manager – Insurance**  
**Rocket Replacements**  
Ph. 03 8416 8013  
Fax. 03 8416 8011  
E. [marcus@rocket.com.au](mailto:marcus@rocket.com.au)