

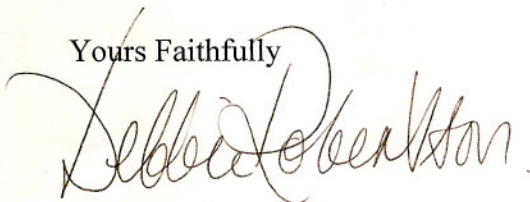
To Whom It May Concern

When I was first asked to go on this course I was not keen. *"It was an inconvenience and I felt I just didn't have the time."* But to my surprise it wasn't it actually helped me and was very beneficial even in the first few weeks!

At the start of the course I was working 7.00am to 7.00pm maybe even 8.00pm as the company I worked had just completed a major relocation project. Even whilst working these hours I never seemed to still have enough hours in the day. Since completing this course I have now cut my hours back to 8.00 to 5.00 and I'm working more effectively within these hours completing more tasks. Effective Personal Productivity that's certainly what I gained out of this course, better planning, effective delegation and being able to better empower staff.

During this course I also met people from other industries and levels of management. This enabled me to learn from their experiences and thoughts and for that, I thank them greatly. My facilitator Geoff Anderson was excellent, he made it fun, interesting and a pleasure to be there. Overall I believe this is one of the best and beneficial courses Fortis has ever sent me.

Yours Faithfully



Debbie Robertson

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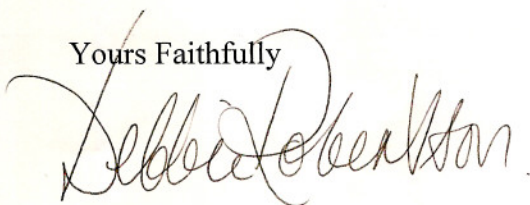
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