

20th April 2001

Darren Pereira  
Leadership Coach  
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Dear Darren,

One of my staff members, Cameron Craig, has recently completed the Effective Personal Productivity Course facilitated by Marian Smedley. I was unsure as to the direct benefit that Cameron would gain from the course as his work ethic was already very good. However, both mine and Cameron's approach was with an open mind ( very important starting point ). My hopes were for Cameron to be able to find further processes that would enable him to have more time in the day to manage his staff, and any productivity gain would be of benefit.

His achievements included a more effective way of handling e-mail and its related tasks and outcomes. The process that Cameron learnt and devised through the course has been taken up by a number of his staff and accordingly everyone has benefited from better e-mail handling. This has obvious flow on benefits to the company in productivity areas. He also has improved management in the area of communication with his staff and managers alike, resulting in a more detailed and effective workflow within his group. Measurable results were seen as his group has become more effective, and e-mails outstanding are within one page ( something not easily achieved in our workplace ).

As a result of the EPP course, my expectations have been well exceeded as I was dubious to the amount of benefit that Cameron would get from the course, considered his relatively high starting point. The benefits are tangible, both from a management view and a personal view. I was very happy that Cameron attended, as the results are that he is now more effective in his current role and will progress into higher management with a better understanding and background of Effective Productivity.

Regards



Allan Round  
Operations Manager  
National Operations Centre  
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