



CYRIL PEUPION
National Sales Manger
IBT International, Level 10
56 Berry Street
NORTH SYDNEY, NSW 2060

28th May 2004

Dear Ms Cyril,

As part of the company's initiative, I and other Team Leaders were encouraged to participate in the personal Efficiency program.

My initial objective for the program was to help me with poor management, dealing with interruptions and better organisation of my diary/schedules.

I gained immediate benefits from the program and found PEP to be very practical and straightforward. Other training programs assume you have prior knowledge of the techniques and strategies. PEP builds the foundations and works through the process.

PEP has given me greater understanding of the difference between important and urgent and the program offers great examples and tips on working through a busy time schedule and priorities.

As a team we now have better communication and greater prioritising allowing time to:

- Ensure high quality
- Spend with customers
- Spend coaching/developing other team members

Thanks for your great program

Yours Sincerely

Stewart McCarthy
Team Leader
Primus Online Pty Limited

Primus Online Pty Limited

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