

20 August 2004

Mr Denis Healy  
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**Feedback on the value of the Personal Efficiency Program**

Dear Denis

PEP allows me to achieve our "Ask Once" initiative by keeping my promises and deadlines so I can ensure our customers are given the number one focus. PEP is the most useful training that I have done in over 16 years!

I chose to do PEP to gain control of my work, to be proactive, to plan for the future and to spend time coaching my team members. Within 24 hours I could see the benefits taking shape.

PEP has given me the ability to manage my time more effectively so I could accomplish more tasks.

PEP has provided me with a sense of control over my work/life balance and peace of mind. I am now investing the time savings I have made through PEP in walking every lunch time and planning future activities for my team.

The PEP tools help me to:

- Spend more time on projects, tasks and coaching my team, and
- Save time wasted looking for things or wondering what to do next.

PEP provides you with a fantastic common-sense system that anyone can use or adapt to their personal needs. PEP's 1 on 1 coaching is very valuable as it helped me to personalise the process. Because the coach comes back 3 times over 6 weeks it allows you to try things out and encourages you to keep going.

This course is invaluable to anyone in the workforce, but particularly for people managers and project managers to help give you back the time and perspective on work/life balance.

Yours sincerely



Lisa Thomson  
Manager P&P Connect