

Banking Products Group
Level 13, 60 Martin Place
Sydney NSW 2000 Australia
Telephone: (02) 9226 1772
Facsimile: (02) 9226 3722
mmorrison@westpac.com.au

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Gus O'Sullivan
Personal Efficiency Program
Level 10
56 Berry Street
North Sydney

Dear Gus

Personal Efficiency Program

As you know, I recently undertook your 3 day Personal Efficiency Program. I'd have to be honest and say that I was initially sceptical as to its value.

Having done the training, I'd now say that it was definitely worthwhile. Not all of it is my cup of tea, but certainly there are some great opportunities for improvement of my efficiency, which I either have implemented, or am in the process of implementing.

Terry Gray, our consultant, made it clear that this is not necessarily easy. We are stepping outside our comfort zones, and in some cases changing lifelong habits. But there are benefits to be obtained, and so it's worth it.

My role includes a fair amount of "instant reaction crisis management", and so the concept of setting aside time devoted to doing specific tasks frequently falls to one side. While I can see the benefits which are available in the idea, unfortunately it is often not practical for me to adopt that approach.


On the other hand, the "do it now" approach to dealing with emails, for example, has reduced my in box from some 700 unread emails to about 30, most of which I will tackle and immediately action in some appropriate manner. Forcing myself into the discipline of making a decision on the spot as opposed to the past behaviour of procrastination and multiple handling has made a significant difference.

Just cleaning up my desk had a major impact.

I could go through the course line by line, but I think it's enough to say that I found it very much worthwhile, although not every aspect meets my particular needs.

Thank you for the opportunity to pass on my comments. As I mentioned, I'm happy for others to ring me if they'd like more detail about how I found the course.

Yours sincerely


Mark Morrison
Counsel & Head of Legal