

date 24 April 1998  
your ref  
our ref



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Dear *Jay*

**RE: THE PERSONAL EFFICIENCY PROGRAMME**

At the time when I undertook PEP both I and my new team were under a great deal of pressure. We had very stretching targets, a great deal to learn and not enough time. PEP gave us the ability to prioritise our use of time and enabled us to develop good systems to deal with routine tasks.

Going through the programme together developed common work practices within the team and gave us a new language. The training and personal coaching we received certainly added value to our team by developing what was almost a new culture.

PEP allowed us not only to maintain our position in other words to cope with our normal tasks at a difficult time but also to take on and cope with a demanding and huge problem of change management.

PEP certainly contributed to the successful management of our change management programme. The Personal Efficiency Programme helped us to achieve what otherwise we might not have.

Yours sincerely

**DAVID LEGGE**