

Jay Hurwitz
Managing Director
IBT Consulting Services Ltd
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Dear Jay

I run Abbey National's Retail Transformation Programme. For us, programme management equals strategic change management. Our Programmes teams consists of 120 Programme Managers, Project Managers, and support staff.

We are responsible for the delivery of all major change in Abbey National's Retail Bank. We have been a highly effective team, in terms of results, for several years now. The jobs done by my teams are very demanding and the pace of change is ever increasing.

I commissioned your coaching process because I felt that we were in need of improving work/life balance and at the same time I thought that we could improve productivity with even greater focus on priorities.

The benefits that we have derived from your coaching process are as follows:

- Improved focus on things that matter.
- I feel that we have moved up a gear. We are able to run faster.
- My team has probably added 10% - 15% to its capability.
- My Team now have the tools to manage their priorities better and to better manage their work/life balance.

Yours sincerely



Tony Teague
Retail Transformation Director

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