

Ref: SCBL/CL

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Dear *Pamela*

**Re: PEP Coaching**

Two years have elapsed since we undertook PEP coaching. The work practices that I learned and applied are still in place and are invaluable to me. The coaching restored around an hour per day to me that I have been able to utilise for thinking, planning and creative problem solving.

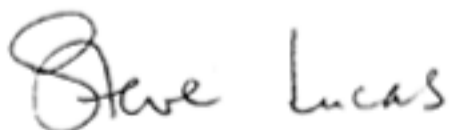
I commissioned PEP in the first place because our team was suffering under the weight of work due to the combined effects of increased workload with reducing resources. The modus operandi was firefighting. We were working very long hours to deal with the work that came our way.

The PEP consultant prompted us to individually and collectively examine how we do our jobs and what really needed to be done. He then assisted us to make the changes we identified. This included rationalising our information requirements, restructuring meetings (fewer, shorter and more effective) and extracting the maximum value from secretarial resources with a renewed focus on teamwork.

A critical element of the PEP process is the follow-up programme which 'forces' you to make the changes you have promised (to yourself) to implement.

I believe that the PEP process has validity for executive director level and the various management levels down from there. It helps put you back in control and, in our case, has helped reduce pressure and stress.

Yours sincerely



Steve Lucas  
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