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Angie Spry
C/O- The AusIMM
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Mr Darren Pereira
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Dear Darren

Management Essentials Course

Thank you for the Management Essentials course, I thoroughly enjoyed it and greatly appreciate the effort and enthusiasm you put into running it. Below I have summarised some of the many benefits I have experienced from taking the course.

1. What you thought about the course overall and the quality of the materials

I thought that the course was thoughtfully structured and conducted. The course notes were well planned, thought provoking, covered a good subject range and were neatly presented. Overall I found the course to be extremely beneficial in helping me to understand myself, and my interaction with others, and shaping my actions in a way that benefits my life.

2. What you achieved - measurable results

What I achieved:

Attitude:

I feel uplifted and have a sense of direction from having long-term plans for what I want to achieve in my life, especially by having goals that are directed at what make me happy rather than goals I thought I needed to have because they were what made everyone else happy. I feel comfort in knowing what my goals are, and I feel more successful when I achieve my goals.

I realise the benefits of achieving results through others and feel more comfortable in planning for this to happen. Utilising others has meant that I have not had to stay back at work after hours, and I have better balance in my life and more time to do out of work activities.

I think more about my effect on other people's lives. I consider what effect past experiences (both positive and negative) have made on the way I respond to things in my life. I am more conscious about choosing a positive response to things rather than letting negative feelings take over a situation.

Behaviour:

I discovered what is important to consider when I set myself goals and how to break goals down into smaller action items so they don't seem so difficult. Breaking goals into small action items makes me feel successful because I can achieve them more easily. Rewarding myself for my efforts keeps me motivated.

I found myself using the skills I had learnt with others, suggesting they use the same goal setting techniques as a way of planning my time as well as their time and goals. I felt like I was helping them to be successful and that also made me feel more successful.

I focus more on prioritising important activities (HLAs) and doing long-term planning, rather than easy actions, and I know this will benefit my long-term achievements.

I spend more time listening to and trying to understand how others perceive situations. I ask more open-ended questions to others. I consciously think about showing respect for my colleagues and acquaintances, and treating people how they like to be treated.

I spend more time planning the work of others and training others so that I can delegate effectively, which is a huge benefit for me. I can see the benefits from delegating tasks, creating a learning environment, utilising innovative ideas others have and achieving as a group.

I now plan to achieve a balance of accomplishments in all areas of my life.

Time saving:

I accomplish more of the important tasks with my time, as a priority, rather than having it eaten up by things that pop up which aren't on my to do list.

I spend less time correcting tasks which have not been understood or completed correctly by others, as a result of spending more time on training and delegating successfully. In the long term, spending more time planning for others will free up more time for me.

I achieve the most important results-based work goals I set and have more time to do other out of work activities. I have more balance in the other spheres of my life, exercise, learning, relationships, diet, etc.

Increased revenue:

With the improvements in my time management, I am able to allocate more time for planning ahead and getting future projects organised and comparing quotes to achieve a good outcome and cost savings for my organisation.

3. The impact these achievements have had on you personally and others (ie management, team, customers, suppliers etc)

I have improved my planning techniques and time management skills using structured to do lists with times allocated. I have reduced procrastination, by doing my high leverage activities first, blocking out time to get the most important things (results-based) completed. The impact this has had is that I feel more relaxed and successful, and I leave work on time and have a more balanced life.

I have improved my self-esteem by consciously focussing on positives. The impact of this has been that I beam out a more enthusiastic approach and others respond to it in a positive way back to me.

I have increased my confidence in delegation. This has impacted on me in that I am supported in my work by the motivation of others.

I have recognised how fears were affecting my life, and what I could do to modify my response (by practising them) to overcome them.

The course has impacted on others around me by them responding to the changes I have made in recognising their communication styles and interacting with them in a way that suits their style.

4. Your feelings about yourself as a result of your achievements

I feel more confident in the way I approach planning and structuring my achievements and the way I interact with others. I feel more positive and relaxed and find that I concentrate more on important results-based goals, and having more balance in the different aspects of my life.

5. What you thought of the modularised approach with progressive goal setting and achievement opposed to doing a one or two day training session

I think this aspect was absolutely essential to the success in the course, and had a most beneficial result. It assisted in helping me to discipline myself, it also encouraged me to continue through with achieving my goals.

I found reading the course notes several times over assisted greatly in absorbing what was written and I picked up new thoughts and ideas the more times I read them over.

I found the ongoing sessions much more beneficial than a two-day course (which is the usual practice for this type of course). It enabled me to follow through from initial ideas, attempting to put them into practice, and finally being able to discuss as a group any matters which had not initially been anticipated, or had turned out differently than expected and would benefit from others ideas and solutions.

6. Your thoughts on my facilitation

The course completely exceeded my expectations. You are extremely dedicated and your enthusiasm definitely played a huge part in crystallising the whole experience for me. You set an exemplary standard of giving to others, especially considering the small class size we had.

I am sure that my experience is something that I will share with many others and even though that does not benefit you directly I hope that it gives you the enthusiasm to know that you are making a difference to people and their lives.

I found the class to be an open and comfortable place to discuss thoughts and ideas, it was very interactive, thought provoking, stimulating and supportive.

7. Your thoughts on my commitment to helping you achieve your goals or solve issues

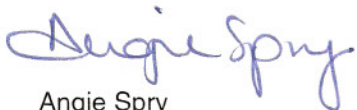
You helped me to arrange my thoughts by posing questions in a way that I could focus on what was important to me and how I influence and affect others. You assisted me to understand what has shaped and influenced my life and how I can recognise these and direct my future to a path of happiness.

Darren, you probably know that I was extremely impressed by the way you go about using your talent!

I am sure that your enthusiasm has rubbed off on me.

I think you deserve every success that you have aspired to, and I personally thank you for the time and energy you gave to me, Marcus, Jim and Vida during our course.

Kind regards



Angie Spry