



**C R E D I T • V A L L E Y**  
THE CREDIT VALLEY HOSPITAL

January 15, 2002

**To Whom It May Concern**

**Subject: Information Overload Workshop**

When Baha Habashy told me about his “**Information Overload Workshop**” I immediately knew this is what I needed and what my management team could benefit from. Like most executives our lives are full and our mailboxes are flooded. My goal was to provide a tool that could improve our effectiveness and reduce the clutter of an information-saturated environment.

Eight weeks later I am pleased to report that the results exceeded our expectations. Information overload gauge data collected before and after the workshop reflect an overall **improvement of 39%**.

For me personally, I am more effective; my information handling is more organized; my office has become a showcase to my peers and I have more time to give to professional development and my personal life.

A few weeks ago, I asked Baha to give our Directors and Vice-Presidents a “**Lunch and Learn Session**” on the topic of “**Information Overload**”. The following are some of the written comments we received:

- Very useful, I learned a great deal, very good presentation
- Excellent investment of time and energy
- Recommended to all
- Relevant and practical
- Thought provoking, good useful suggestions
- Should be rolled out to other organizations

I would gladly recommend the Lunch and Learn Session as well as the workshop to any knowledge or leadership based organization.

Sincerely,

  
Dan Germain

Vice-President and C.F.O.