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November 20, 2003

Mr. and Mrs. Baha Habashy  
Partners  
Integrity+ Consulting  
24 Dewitt Court  
Markham, Ontario  
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Dear Baha and Margie:

On behalf of my managers and myself I want to express our deep appreciation to you for the Information Overload program that you delivered to us.

In the three months since we had your education session we have made a great improvement in clearly understanding our roles and in our personal effectiveness. We learned not only that we were not focusing enough on the high value aspects of our roles and but also that we had developed many bad work habits that inhibited our efficiency and personal effectiveness. The combination of those factors led us to be less effective and more frustrated in our work lives.

Through your education session, the information binder and your excellent personal coaching sessions we have already made many changes that are leading us to be more effective and more satisfied in our work lives.

Thank you for the excellent program and your caring touch.

Kind regards,



Doug Stirling  
Director of Accounting  
IBM Canada Ltd.