

December 8, 2008

To Whom It May Concern:

Common sense suggests the strong link between employee engagement, productivity, and wellness. Only recently have business leaders paid due attention to this important reality. In my role, my challenge was to develop and deploy programs that provide measurable, sustainable benefits for individuals and teams, looking for better balance and greater productivity, in the face of ever growing workload. I believe the **Overcoming Overload Workshop** is such a program.

Based on three different engagements, ranging from Lunch and Learn to full day workshops and one on one coaching, the following is a summary of our experience:

- The workshop confronts counterproductive work habits and culture, and engages individuals to embrace personal change.
- The participants' satisfaction from all the learning sessions averaged **87.2%** and the feedback comments were extremely positive.
- Productivity showed a **25.8%** improvement
- Realizing that meetings are a critical part of our business culture I was pleased to note a **21.4%** improvement in meeting effectiveness. This can actually be translated in significant ROI benefits.
- The lessons learned have a high degree of sustainability. Re-evaluating our pilot group, there was **ONLY** a **5.2%** drop in scores over a nine month period.

Although I have been in this business for a long time, and participated in numerous learning experiences, I have personally learned a lot for the workshop and the coaching I received from Baha. To this day, his approach helps me simplify my day, set my priorities and deal with the multitudes of communications and requests I receive daily.

I definitely feel more in control, better organized, and that is a major contributor to my productivity and sanity!

I would recommend the workshop to anyone looking to Overcoming Overload. It simply works!

A handwritten signature in black ink, appearing to be "Violette Lareau".

Violette Lareau
Director, Employee Engagement
& Wellness