



December 11, 2002

To whom it may concern,

I would like to congratulate and thank Mr. Baha Habashy of Integrity + for putting on an excellent session for my people on Information Overload.

At TGO Consulting, like in most organizations, time is money. Becoming efficient and effective means better service to our clients. Learning how to handle conflicting priorities between meetings, e-mails and voice mails is a key to our success.

TGO is a world leader in implementing Microsoft Business Solutions. Unfortunately, we are not immune to the negative impact of information overload. As we saw the frustration levels of our people grow we knew we needed some expert help. We decided to engage Integrity + Consulting.

Based on the feedback I received, the session they put on for us was excellent. The presentations were very professional and the content hit home. The team members found that:

- “The Personal Knowledge Management Framework” provided a clear structure that will help us focus our activities around our roles and goals.
- The tips on handling e-mail, voice mail and meetings were very practical and easy to implement.

Commenting on the workshop one of our managers wrote, “ *Amazing, I will put these teachings into action with enthusiasm. I felt relief just absorbing the information.*”

I personally thought that the “**Help for Information Overload**” session was extremely effective, and I immediately turned the learning into action. I would strongly recommend this session to our clients, suppliers and every overloaded manager and knowledge worker.

Sincerely,

A handwritten signature in black ink, appearing to read 'Orgad Gratch', is written over a light grey scribble that is part of the TGO logo.

Orgad Gratch, CA  
CEO  
TGO Consulting Inc.