

# USAA

November 24, 1998

Jeff Davidson, MBA, CMC  
Breathing Space© Institute

Dear Mr. Davidson:

I attended your Managing Multiple Priorities seminar at USAA on November 18, 1998. Several of my coworkers were also in attendance, and we were all in agreement that it was an hour well spent. On the back "home" from the auditorium, we had some interesting conversations about your jumbo jet analogy! Seriously, as more of take on project management responsibilities, balancing our priorities has become a separate job duty in and of itself.

The only part of your plan that I might regret is the part about only working on one priority at a time. An associate and I are co-leads on a very high profile project. Unfortunately, we sometimes have different ideas about where this project fits into our separate priority lists. Hopefully, this situation is discussed in your book. I hope to find time to read it during my holiday vacation.

I would very much like to listen to your cassette and share it with my husband, who is also a USAA employee. He was out taking care of our Members' cars and was not able to attend the Whistle Stop presentation.

Sincerely,



Wendi K. Britz  
Claims Program Administrator