

Ontera  
555 Oak Street East  
North Bay ON P1B 8L3

Toll Free/Sans frais: 1-888-566-8372  
Telephone/Téléphone: 705-472-4500  
Fax/Télécopieur: 705-472-6765

[www.ontera.ca](http://www.ontera.ca)

Jeff Davidson, MBA, CMC  
Breathing Space Institute  
2417 Honeysuckle Road  
Chapel Hill NC 27514-6819

February 24, 2009

---

Dear Jeff:

**Re: Managing Information and Communication Overload:  
Proven Strategies for Better Managing Your Time**


I was thrilled to participate in the above conference. Everyone here agreed that it was money well spent.

I learned several ideas on how to better manage my time, and am starting to put them in place today. My favourite take away information was the four levels on how to deal with constant interruptions. I've already used it once this morning.

Achieving closure upon completing an activity is very useful information. I also enjoyed your segment on avoiding multi-tasking. I had a totally different concept of what multi-tasking is and so did others in attendance who I spoke to.

So, Jeff, all in all the conference was well worth the time.

Thank you.



Patty Buckner  
Manager of Administration