

# SID PETERSON MEMORIAL HOSPITAL



CARING MAKES THE DIFFERENCE

March 31, 1999

Jeff Davidson  
Breathing Space Institute  
2417 Honeysuckle Rd., #2A  
Chapel Hill, NC 27514-6819

Dear Mr. Davidson:

I very much enjoyed your session on 'Communication' at the recent IAAP Conference in San Antonio, Texas.

The reminder to 'clear the deck', which I have practiced successfully, but needed to be encouraged to practice again was welcomed. The four new items I plan to practice are:

- Slash! Keep just what I need.
- Replacement mode when filing.
- One thing at a time; I was quite pleased with the fact that I could do three + things at once, but may find your way is better - complete a task quicker, stop, then move on to the next task.
- Stop/Complete! This is the "gem" I plan to incorporate into my personal life as well as my daily work routine. The Kathryn Hepburn story was a great example for me to remember and I've shared it with others. Results thus far include frustrating phone conversations, complete it "in my mind" after I hang up, then let it go and move forward.

Thank you for the great info and do keep telling people they **cannot** drive a vehicle and talk on the phone at the same time, they need to hear that for all our sake.

Sincerely,

A handwritten signature in cursive script that reads "Peggy Hurst".

Peggy Hurst  
Executive Secretary

/ph