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To Whom It May Concern:

Our sales team is a cross between a call center and customer relationship managers. With national responsibility and a fast moving market it is no surprise that I began to see the potential impact of work and information overload on my young team leads.

I engaged Integrity+ Consulting, having heard of the positive results their workshop has had on another division in CIBC. What impressed me about their work is was their thorough approach. Short telephone interviews were conducted with some of my team leaders prior to the workshop to ensure that the material would be relevant. The follow up conference calls and meetings ensured that the material we learned was being implemented into our daily routine.

Integrity+ measures the impact on workshop participants as a percentage of improvement in what they call the Overload Gauge. I am pleased to report that my team achieved an average **30.9%** improvement over an 8 week period.

One of the participants reported that through what he learned he was able to significantly reduce work interruptions. This, he believes, saves him more than an hour a day. Another said by what she learned she is better organized and more effective in coaching her team members.

For me personally, the workshop benefit was the coordinated approach to setting up my filing and e-mail system to ensure information can be filed and retrieved quickly.

I am pleased to encourage other managers and businesses leaders to consider this workshop as a tool to help them improve the effectiveness of their people and to guard against the negative impact of information overload.

A handwritten signature in black ink, appearing to read "Dionne England".

Dionne England
Senior Manager
Direct to Customer
CIBC Mortgages Inc.