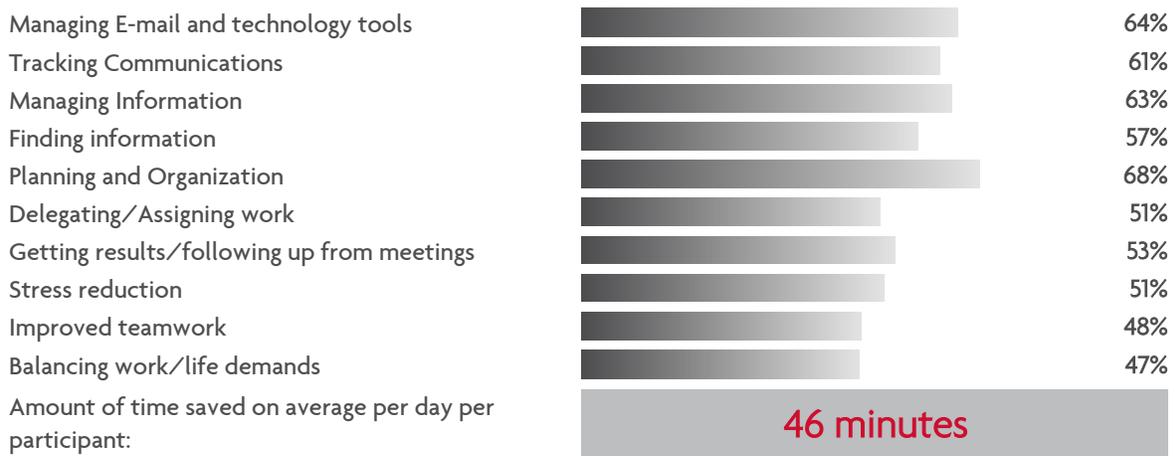


WorkingSm@rt®

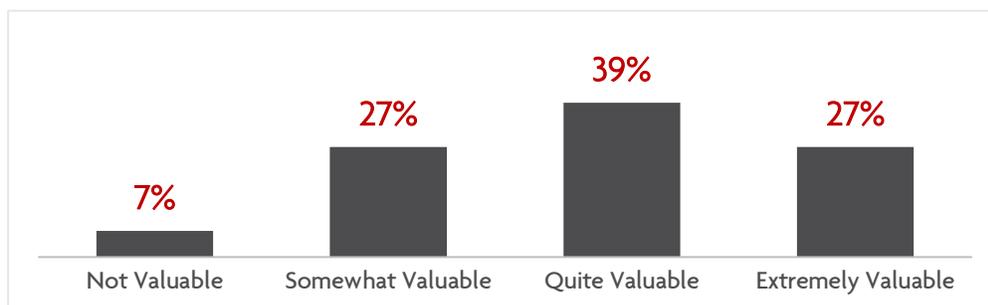
Impact Survey - Results

Recently, employees of our clients completed the Working Sm@rt program. The following are the cumulative results of the Workshop Evaluation form filled out by 244 participants.

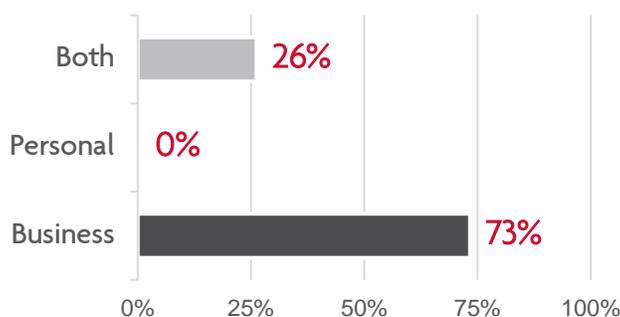
When asked "In what areas and by how much have you increased your effectiveness?", the following is the average improvement identified.



When asked "How valuable has this program been to you and your work?"



When asked "In what areas of your life are you using the Working Sm@rt skills?"



98%
of people said this would be of benefit to your organization!

Here are the responses when asked "How valuable has this program been to you and your work and why?"

The program will assist me in organizing my day and keeping the important tasks and emails in front of me, allowing for timely response.

goeie planning zorgt voor minder werkstress en realistische beloftes naar anderen toe

meer structuur en overzicht in dagelijks werk, een duidelijke way of working die haalbaar en realistisch is

Het omzetten van mails en to do's in taken maakt het werk efficiënter. Het zit organisatorisch beter in elkaar.

Tips om efficiënter en meer gefocust te werken.

veel tips om werk beter te organiseren

veel nuttige tips kennen leren

focus lag enkel op werken met outlook (vond ik een nadeel) echter een aantal handige zaken mee gekregen om taakbeheer via outlook uit te voeren

Betere structuur maar nog wel wat zoeken om nu ook mijn eigen organisatie goed te krijgen en de discipline om op te volgen.

Gestructureerd overzicht nog af te handelen taken omwille van de mogelijkheid om hier datums en categorieën aan toe te voegen.

Handige tools en hulpmiddelen om een betere invulling qua tijdsbesteding te verkrijgen en een planning op te stellen.

Doordat ik taken 'weg'zet in Outlook, geeft dit me meer rust.

Betere planning maken in outlook heeft een positief effect op de productiviteit

Met taken werken brengt rust, door geen volle mailbox. Plannen lukt beter.

het betekende een totaal andere kijk op het organiseren van agenda en email.

tijds winst en efficiënter werken

interessante tips gekregen

Het gebruik van de taken was mij nog onbekend. Dit gebruik ik nu dagelijks.

I learned a few useful tools to using Outlook

Tijd besparing, betere werkorganisatie

Goeie tips. Het gevoel dat je het programma eindelijk correct en efficiënt kunt gebruiken.

Tips & tricks om meer efficiënt te werken.

betere organisatie van taken en algemeen gebruik van Outlook

In mijn functie wordt de persoonlijke mailbox erg weinig gebruikt. De aangeleerde manier van werken werkt niet voor de gedeelde mailbox

zeer interessant veel tips en trics om toe te passen opleiding met veel praktijk

tools om efficiënter te werken

Ik kan mijn werk goed organiseren en ik vergeet weinig

interessante tips en instellingen om de mailbox beter te beheren

heeft me vooral geholpen om wat extra structuur in mailbox te brengen. De methode met "taken" werkt voor mij in 90% van de gevallen!

Zelf nog maar 1 jaar actief in privé sector (voorheen academisch); nu gestart met gebruik van outlook tools als calendar en tasks om dagen beter te structureren en time beter te managen.

Goede herhaling van zaken die eigenlijk al min of meer gekend worden. Vandaar "min of meer", toch waardevol, omdat het je een moment geeft om nog eens stil te staan bij bepaalde automatismen.

Ik gebruik Outlook nu beter.

een aantal nuttige tips bekomen hoe beter mijn inbox outlook te beheren

vooral inschatten wat moet behouden worden en wat we mogen wissen qua mailverkeer.

Ik meer en meer aan de slag gegaan met om te zetten naar taken, zo behoud je het overzicht en weet je nog wat je de vorige dag afgesproken hebt.

Veel minder focus op in mailbox zitten. Betere en langere focus op taken zelf door niet gestoord te worden met meldingen. Takenoverzicht super duidelijk en handig.

tijds winst voor priori te stellen in de (short term) taken

Ik sta steeds open voor verbeteringen en zeker op gebied van efficiëntie

Een paar handige dingen geleerd. Dashboard werkt goed.

Tijd efficiënter ingedeeld

bewuster met tijd omgaan die aan e-mails wordt gependend. minder afgeleid worden door de trigger wanneer emails toekomen

Beheer mailbox is nu efficiënter

De training heeft me een totaal ander inzicht gegeven om de vele mails effectiever en efficiënter te kunnen beheren en acties te definiëren en prioriteren.

Een duidelijke en praktisch bruikbare training in verbetering van persoonlijke efficiëntie.

Helps focus on priorities and organise tasks in a coherent manner

It has given me the tools to be more organised

I do not forget or ignore any requests by mail and I am almost always on time when completing my dues without any annoying reminders

I can work much more relax now, as I know I have Pinned the work in my calendar

It has helped me to organize myself much better.

it really helped with managing your day to day duty towards reaching your goals and efficiently aligning work and personal discipline. drive.

Better management of emails: Priority, folders, task ... To fix priority means to give time: To decrease time consuming

Making it a lot easier to prioritize, and not missing deadlines

The smart ideas or tools work well to organize my calendar and priorities. In addition, it helps for time management as well.

It did help to organize my time better. Wont forget things. Planning is much easier. Best course that i ever had.

It provides all employees a wider view of what we do in business. This is the best to improve the performance and also business.

It has helped me to prioritise things better, especially through the use of the task function on outlook. Also, I used to always have my email notifications on and felt the need to reply straight away as soon as I saw an email coming in, since having the training this notification has been switched off and allows me to concentrate on what I am doing instead of prioritising emails all the time.

By working smarter I can manage my daily workload more efficiently

I have changed the way that I plann the work, save the mail and the files that I receive in a best tidy and efficient way. Therefore I feel that I have more control over the work and deadlines.

The especially outlook organizer, email usage and making daily plans been very useful for me.

It shows how to be more organised and proactive with less time wasted

Help hit My personal targets and hit action points and don't miss turn in dates P Time helps focus key task and big strategic projects.

Adding task to my calendar and prioritizing them made it easier to plan my days.

working with Tasks keeps me on track with what we are doin g with the customers and what the technical managers priorities are

To help arrange my thoughts and tasks

Helped me with better organizing myself and defining my priorities (rocks, pebbles and sand)

Better Time management and organisation

I have been improving my self more for each year and learning a lot from you. and getting so much value from working under good planning

To reduce waste time during working

After these training and workshop, I aware that I have not used all features of outlook. The best side of this training, I started to take notes on my laptop instead of a notebook and started to align time "p time".

Really the 4 D's concept and not 'living' in your inbox. The setting of task allows me to plan out my day/week/month and helps focus on bein pro-active and not reactive (although still need to do this sometimes...)

'learning' in practical terms on how to better manager workload and priorities etc

Easy management and time safer.

I already used my inbox in the Priority way but tasks was not something I really used and has been great and made big difference

I have been using some of the techniques discussed before the training such as mind maps.

I like this course as it pulls me out out daily work hassle and allow time for me to think and practice identifying priorities.

It helps to be in control of my emails and important task and meeting creating more time by organizing my week.

I have a monthly view all my duties. Easy to planning.

Help us to organize our daily work and minimize mistakes.

I'm dealing with less mail traffic now

I, my team and my boss have already been working with the same discipline that we go through the course.

Helps my planning progress to be more accurate

Now I save time by making my plans through outlook.

It has helped me manage my work more efficiently through the use of tasks, categorising tasks to match the different functions I manage. Being able to work from the calendar has helped me to approach my work in a calmer and more orgnised way

Work has guided me to determine my priorities and do better planning to be productive

This workshop made me evaluate myself. It guided me to evaluate and manage my priorities.

Our instructor is very enthusiastic and enthusiastic about helping.

It helps to organise my different works and e-mails at different times without small noting papers. Task helps to note my thoughts in different subjects. It allowed me to better manage my time and priorities.

I try to keep using some points but couldn't keep them all.

I categorize my messages and follow them without forgetting.

Time management

It helped me plan my work better on outlook

Managed time a bit better and P time where I can

the first part was very useful, the 2nd section not as much gained. Still good though.

Creating tasks and following them up.

Make me more organized

It has made it easier for me to keep track of tasks that need to be done and to manage my time.

It has given me and insight into how fully booked up my days were and where to allow wiggle room for unplanned events. I'm more organised now at booking up my slots daily

Getting rid of multiple paper lists.

It has allowed me to organise my weeks schedule in a much clearer way. The move to task file is a great tool and one i continually use now, it is a far better method than just flagging emails. The course has helped to reduce anxiety over numbers of mails and tasks.

This really helps me streamline what I have to do in terms of tasks and it ensures I don't forget anything.

Discovering a new method to organize my Outlook into categories and tasks has greatly helped me prioritize my work and become less stressed.

reminder of basic principles of allocating to finite time and using the tools we have already to manage this better.

Such a time saver

Deeper understanding of managing priorities while leveraging MS Outlook

I am able to better manage my inbox

It is commonly used in business emails

Keeps me organized

I feel more productive and in control of my daily tasks and time while working.

I took this training back in 2007 and instituted many of the practices at that time. The 2021 training session was just a refresher.

It has allowed me to keep better track of tasks and emails.

I learnt new tools to use which will ease my workload.

Efficiency and productivity

It was a lot of information in one session.

Helps to navigate through emails and prioritize which are most important and need immediate actions, helped to better organize overall.

Improved some processes, otherwise still using personal methods

I knew how to use Tasks, was sometimes doing so but it was a good refresher.

I learned more about the task function, which lets me plan for any prep work required for my teammates meetings in advance.

helped me to understand my strong and weak points, as well as to implement some small adjustments in order to be even more efficient. I also learned that I am not as bad as I thought I am :)

This has shown me that small changes can reduce stress and allow me to plan the workday in a more structured way.

Outlook is a tool I use constantly for at work. So the training and the tips and tricks how to set up and work with Outlook more efficiently is a big improvement for me.

will help me plan my life

Have the feeling of being more in control, manage to better plan, get more done.

Changed the way outlook was set up and learn how to use it as a tool to make life a little easier

Tips and tricks to better manage my inbox and calendar

It has helped me to be more disciplined in how I manage my e-mails

has allows me to change the way that I work and focus on what I should be working on every day

Much better control of emails, inbox and calendar. New habits created as a result of the training make me more efficient and effective.

Enables greater day-to-day planning and work structure for working weeks ahead.

Focus on organising day around tasks rather than latest email

Our organization was switched from Lotus Notes to Outlook. I had spent years using Lotus Notes and had little experience with Outlook. Up until the training I felt as if I wasn't using Outlook to it's fullest potential. After the training I feel much more confident, and find that the tools I learnt are helping me become more organized and proficient at my job.

Tips & Tricks to better manage time during the work week is invaluable

organizes my day and brings down the stress

I now have control of my inbox

It has helped me organize myself and learning how to add tasks as been a benefit.

Helps with task prioritization and overall understanding of MS Outlook.

Useful to see how to manage tasks and email

We use outlook on a daily basis to send emails, add meeting and create calendar deadlines

Always great learning tools to work more effectively

I learned a few new tricks and tips to make my use of outlook more efficient.

I have learn many new tricks to upgrade my productivity.

It helped me to become more organized.

learnt new was of organizing things and being more efficient. Learning new tricks and tips is always useful.

I am able to work better and organize my time

I have learned many knowledges and skills, which can be utilized in my daily works.

Great increase in daily productivity and organization/scheduling.

Learning more about how to organize my inbox effectively has helped in terms of what to prioritize and finish necessary items on time.

majority of staff benefited from this training.

Not applicable to my current position, though I can see how it can be beneficial

I think any tips and advice to help make my work easier is welcomed.

I liked some of the tips, but some of it didn't suit my way of working. I keep my email up all day, not just at the beginning of the day, because a lot of my correspondence via email. I also like putting things in my calendar, but also found the task reminder helpful.

it helped me take manage multiple priorities

New ways to approach working on outlook

Provided some good tips on being more effective with my Outlook emails.

Provided good working tools and tips.

I enjoy a lot of aspects of how my outlook now works. I also didn't realize just how many options outlook offers. I am much more likely to look up something I think might be possible, now that I understand outlook has so many capabilities.

I have entirely changed how I use outlook now

Just picked up some different ideas for keeping organized and managing information.

Had already been trained on this program from a friends copy of the course.

It showed me how to utilize tools that we already have access to and allowed me to enhance my organizational and management application into my work time, meetings and collaborations with team members.

This has taught me how to properly organise my tasks and block off time in my calendar to manage my day.

I have learned functions that Outlook can do to help me track and organise my day better.

It has reduced the time it takes to complete work, and increased organization

I assumed I had very organized working habits, which I did, but didn't realize where I could make improvements such as using the calendar and daily tasks.

Endless rambling walkthrough of an options menu which were already clearly explained

The amount of time I spend sorting emails has dropped significantly

I learned more about Microsoft Outlook and how to work more efficiently.

Learned new tools to make me more efficient and stay on top of tasks

I learned many features of Outlook I wasn't aware of before this training and it has helped me feel less overwhelmed when managing my email.

It provided me with a lot more knowledge and ways to be more efficient using outlook.

I learned how to better work with outlook

There was a lot I learned with Outlook, I did not realize I was able to do

Helps me to organize my day and be more productive .

I have adapted new approaches and revised former ones to more effectively handle my email that reduces handling the same e-mail multiple times. I also have added views that makes things more efficient.

I learned some great tips and tricks and it is helping me to better manage my email.

I am applying some of the skills that I learned in the training more efficient and organized

I use it everyday

Extremely Valuable as I learned a lot.

It helped me figure out which style of organization is best for me. This has helped me be able to keep in control of all my tasks.

I find it is easier to organize emails and stay organized. I've incorporated some old habits but overall the new way is working.

I continue to use what I learned today.

It really helped me revamp my whole approach to tasks and emails. I've been much more efficient and effective with my outlook time.

I knew pretty much all of the information already

The methodology of the course combined with the updated Outlook settings have greatly improved my efficiency.

Great set-up for managing outlook workflows/day-to-day tasks

The training completely changed the way I work with Outlook. I am far more efficient and organized. I have been using Outlook for years and learned more in this training than in all of those years combined. I had no idea how much I didn't know!

I started using Outlook as an email tool decades ago, and never learned to use it as a productivity tool

I learned ways of using Outlook I wouldn't have searched for myself. Tasks has changed the way I work.

Although still working on reducing the number e-mails in my inbox, the rules that Cheryl set up are helping me work towards this goal.

Productivity enhancements help me meet one of my targets of becoming 10% more efficient in my role here. taught me a few things i was not aware of.

The manual has been a great tool and I appreciated all of the organizational and planning tips.

Learning some key uses of the program to save on time management

The course was very fast and I could only grasp a few new tools.

Anything that saves me time, I like. I love organization so ya...

Leaned some stuff I didn't know

There are a lot of features that were unknown to me before I took this course. By knowing the shortcuts, I can increase my efficiency and effectiveness of my day to day talks. It helps out.

Je n'ai pas pu apprécier toute la qualité de la formation car je n'avais pas accès au cahiers de formation et j'avais des difficultés avec la communication internet.....

formation basée sur le calendrier. j'utilise surtout le papier comme calendrier

Pour que cet usage d'Outlook soit bénéfique, il faut que tous les membres de l'équipe y adhèrent. Chose qui n'est pas acquise à court terme. Implique des changements de culture de travail lent à mettre en oeuvre et aussi par le fait que les tâches que nous accomplissons ne nécessitent pas toujours d'être coordonnées de si près.

Cours très pratique. Beaucoup de petits trucs qui changent pour avoir une bonne organization. Coach très ouvert aux questions des participants.

J'ai appris pal mal de "trucs et astuces"

Réorganisation plage horaire et gestion des mails

Bonne présentation des concepts du management de l'information et des tâches qui en découlent, avec une mise en pratique immédiate en utilisant diverses possibilités offertes par le tool Outlook.

je n'ai malheureusement pas complété la formation dû à un conflit d'horaire. Toutefois la portion reçu est bien intéressant. Facilite la possibilité de travail et gestion informatique

me permet d'utiliser davantage les options d'Outlook

Optimisation du classement pour se retrouver rapidement dans nos courriels.

m'a servi à m'organiser et être plus efficace

Meilleure gestion du temps

J'ai découvert qq fonctionnalités de Outlook que je ne connaissais pas

La formation m'a permis de m'organiser davantage et par conséquent, améliorer ma gestion de temps.

Meilleure utilisation des applications MsOutlook

Facilité l'organisation et mon efficacité dans la gestion des tâches et des courriels

Il couvrait de nombreux aspects du programme Outlook

Me permet de mieux classer mes courriels et gérer mes tâches à l'aide mes courriels

Other Comments made by participants regarding this program were:

No

Opvolging en bijleren is toch nog nodig.

Efficiënter beheer van mails, maar mijn takenlijst staat nu ook goed vol. Ik heb wel meer overzicht op mijn to do's en alle mails staan netjes bij elkaar in 1 taak, zijn dus sneller terug te vinden; Dus zeker positief

Het is moeilijk om te meten of ik eigenlijk tijd gewonnen heb.

Afhankelijk van de functie binnen ons bedrijf kan deze en waardevolle opleiding zijn. Voor mijn functie is dit niet eenvoudig van toepassing omdat wij met een database werken waar alle info verplicht moet worden ingestoken. Dit ook allemaal invoeren in outlook is dubbel werk

opleiding is tof gebracht, het verveelde niet

+: opleiding was afgestemd op/aangepast aan de noden van de deelnemers (+/- 14 deelnemers)

/

het werkt enkel zeer goed als iedereen in de firma dezelfde tools gebruikt (vb gebruik van cc ;))

Hoe meer mensen in de organisatie dit gevolgd hebben dan kan de efficiency nog stijgen denk ik

Volgens mij staat of valt deze opleiding met het feit dat iedereen in de organisatie dezelfde dingen meeneemt en opneemt. Er wordt door niemand mails gestuurd die actiegericht zijn, of een actief onderwerp hebben. Dat maakt het heel lastig om mails en dringendheid er van in te schatten. Daarnaast gaan we heel los om met mensen in CC zetten wat ook niet helpt.

De opleiding is zo invasief op je huidige wijze van e-mail beheer dat een fysieke workshop essentieel is om deze mindshift te kunnen maken. Het was één van de beste trainingen die ik ooit heb gevolgd. Ik heb ook een paar keer beroep moeten doen op de lifetime coach van priority makers om me terug op de rails te zetten.

De cc. regel waarbij mails in cc. naar aparte folder gaan heeft voor wat problemen gezorgd. Cc. wordt door verschillende mensen op verschillende manieren gebruikt en is niet altijd enkel 'ter info - geen actie nodig' maar soms ook 'help' of 'kom tussen voor het te laat is'

The program is useful in as much as it digitalises tasks lists and priorities whereas I would have done exactly that, but manually

AS technology cahnges, computers and softwraes chane. It would be a good idea to review the program once a year or so

It is very good we need to find the way to transfer the Outlook calendar t different Phones

is good on helping with improving on time management .

A training course about communication non violent (Marshall Rosenberg)

it is very good, iam still curious how this could fit in to one note.

Thank you to Gill for the course, she was very informative and there was plenty of opportunity to ask questions.

Priority training give us tools for new tricks to manage professional time and personal times and ensure we don't miss deadlines and hit targets and good follow up. Task are a game changer to manage all day to day task.

Very effective learning, simple to organize but some areas i find hard to implement (emails)

Useful for prioritizing

Positive altitude

To keep concentration alive may the number of break time can be increased.

very easy to follow and learn good follow up structure practical on the job learning very effective across all nationalities/cultures

Core programme was of real interest and value, however, in order for its' true potential to be realised it has to be adopted by organisations as a whole, otherwise the behaviours promoted can be seen as blockers to others who have not had the benefit of the same experience. Trainer was engaging, and content delivered at a pace to maintain interest, particularly impressive given the virtual format. Going forward, however, I believe the content needs to be revived to cover off more than just the MS Outlook suite as more people and organisations diversify their operating systems. With regards to the supplementary support; coaching session offered almost no additional value - questions raised with the coach were either brushed off or responded to with generic answers which could have been picked up from google. Coach appeared more interested in running through a checklist of points to ensure a KPI was being met. If the objective of the session is performance review to promote the success of the programme, it should be advertised as such, terming it "coaching" is somewhat misleading.

very good

It would have been more helpful if I had the opportunity to participate in the program face to face

It maybe usefull to send some "reminders tips" about what has been taught

very useful

Despite remote training it was very good. Gill was so upbeat and engaging throughout.

Gill was so upbeat and motivating this was a huge help given this was remote. She encouraged participation throughout and kept us all on track.

I'd recommend to people with difficulty organising themselves. I'd consider myself quite well organised for a start, however boxing all my inbox into categories has not worked for me and I feel my previous way of doing this was more aligned to the work I carry out.

ability to identify what you are spending time on

This program was fantastic and so useful! I wish everyone in my company took the course.

Good teacher

Wonderful program, very useful, great instructor.

This course is helpful but too much info in one session.

It was a great program especially for those who rely on the use of a computer for 90% of our job.

Others might find additional value in the program

The program is good and my comments are the results of the fact that I already was using tasks and had a method to organized myself and my team such as categories and tasks management.

I would be happy to look deeper in the Task management via Notes and the option to combined the communication between Notes and SFDC. That would be very helpful to use this like Outlook and SFDC in a combination.

Especially Management

fantastic

next time would also be great to combine it with MS Teams training - combine them - real value

The programme is valuable but I have not properly implemented it and have fallen back into old habits

It was well presented, easy to understand and very effective.

Useful to see how tools work together an to see how to organize tasks. Doesn't reduce email traffic until organisation moves to teams. Our use of MS teams requires you to be on so many teams sometimes information can be missed, but it can be located.

The teaching and support staff, were very helpful.

n/a

The program is fine, the speaker + his presentation was fine, it is just not applicable to our position as a chemist who do not work near a computer often.

It would be nice if this was more optional. That the changes we made were more optional not forced to continue through the program as I now have changes set and I don't like and can't really undo.

The presenter was very engaging and made the training interesting and interactive. It was enjoyable and easy to learn new skills from.

Nil

Very strongly. It is very good and the personalized session afterwards was very helpful to have the tips and tricks that applied just to me.

Would suggest Day 2 be scheduled a week later to provide time to digest and implement Day 1 learnings

I absolutely enjoyed my time with this program. I personally benefitted the most from the one-on-one meeting at the end as I already had a organization system set up that I liked and worked well for me, however the instructor really understood my mind set and taught me things outside of the information in the main program to better help me personally. That information in the one-on-one really made my life so much easier and work/tasks better to handle. The instructor was amazing at what they do and you can just tell this is what they enjoy, which made the program so much more enjoyable.

It is a good program for some people. Not particularly for me though.

This is one of the most useful and beneficial classes I have ever taken.

You should consider offering a recorded session. The information in the class is great, but it cannot be taught to others because of copyright. A recorded session for all of Seagen employees to see and benefit would be great.

Price it appropriately and profit!

It should be required training for anyone that uses Outlook. I'd like to learn even more.

The one on one time with Cheryl after the course was great.

This was my second time through the program, so my results are lower than they were the first time through, but still made many gains!

I feel like for our team, separating us into two groups might have been helpful. There is a very low level of computer literacy among some colleagues and I feel like they would have benefitted from a very basic outlook 101 training: how to insert a signature, how to set up a meeting, how to set up an out of office reply, why you should accept/decline a meeting invitation and not let it lie in your inbox so that the organizer can track replies, etc. I really appreciated the instructors' friendly and engaging demeanor and willingness to cater to both the intermediate and beginner users. Thank you for this!

Some of the tools learned will have to be implemented when work load slows down

Get better or get left behind.

Expédier les documents de formation à chaque participant avant la formation. L'accès informatique à la documentation a été fastidieux et a fait perdre beaucoup de temps. L'organisme Priority ne met pas suffisamment le français et l'anglais sur pied d'égalité (manifestation bien connue de racisme).

mon efficacité serait améliorée si je pouvais connaître et utiliser aussi les onglets de Outlook.

Il s'agit certes, en théorie, d'une formation bien conçue et offrant des outils pour améliorer l'efficacité d'une équipe de travail, et d'un employé, mais c'est difficile de changer ses méthodes de travail, de briser les habitudes ancrées. Et le plus déroutant est que les outils informatiques changent trop souvent pour bien les intégrer avant de passer à une autre version de logiciel, à une autre application qui souhaite s'accaparer les parts de marchés. Au final, il en revient à chacun d'utiliser ces outils comme bon lui semble, puisqu'il n'y a pas de directives claires que chacun doit suivre.

Super contente de l'avoir suivi car me sera d'une grande utilité.

non

Merci

Trop d'information dans une seule session (journée complète). Devrait être séparé en deux, après 3 heures, difficile de rester concentrer et de suivre, ça allait trop vite!

Ne pas le faire deux jours collés. Cela permettrait d'intégrer l'information reçu avant de recevoir la deuxième partie.
