



January 9, 2006

Linda,

I have to tell you that we were thrilled with the work you did with our company!

The Voice of Customer research opened our eyes to new possibilities, new markets, and new revenue streams. We were amazed at what our customers told us – we thought we knew our clients and prospect base very well.

Plus, the sessions you facilitated with our team helped us focus in ways we had never done before. Every individual now knows who we are, what we're trying to accomplish and the vital role they play in our success. They're so excited that they took the ideas you had and started using them instantly. Gail made a sale for her first time the day after you left!

We implemented the SharedKnowledge System as you coached us with remarkable results. For the past year, we have experienced an unprecedented double-digit revenue growth each quarter.

On top of that, David and I never thought we could take an extended leave from the office. It was terrifying to be gone for even 3 days. Recently we were gone for two weeks. It was a huge milestone for us! We went to Croatia – no TV, no radio, no internet, no cell phones. And we didn't worry at all – thanks to executing your process!

Happy in South Carolina,

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

Dawn Josephson
President