

10<sup>th</sup> November 2009

Mr L Dorling  
Cognisi  
18 Church Hill  
Etwall  
Derby  
DE65 6LT

Dear Leigh

I would like to express my thanks for the work that you have done over the last few months. As a company engaged in software development, consultancy and the occasional coaching/mentoring of clients I was fully aware of the potential benefits of your type of service and since working with you I have not been disappointed at all.

You have really helped me get a clearer perspective on where we are going; provided an excellent sounding board for my many ideas; shown me new ways to sell and market our services and given me the confidence to do what needs to be done.

Overall I have found working with you to be very rewarding both personally and for my business.

I look forward to continuing our work together and I would be more than happy to recommend Cognisi to any organisation wanting to improve performance of their business, managers and/or teams.

Yours sincerely



Andrew Smith  
Managing Director