

14 June 2006

Managing Directors
Collective Intelligence
PO Box 8313
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Dear Michael & Stuart

I would like to thank you both again for the positive contributions you made to KNM Services annual sales meeting on March 16th 2006.

Sales staff in any organisation need to perform as a cohesive team with clear vision on achieving targets for the company to accomplish its business objectives and grow.

Unifying a team of administration and sales people across six key regional towns was critical to the management of KNM Services, and to remove ourselves from the facilitation of this process was important in the delivery of the message.

Based on your past experience, your professionalism and your passion for sales we chose Collective Intelligence. After meeting for a couple of hours to discuss our company we were confident that you could deliver, based on our needs and situation.

You delivered a highly interactive and fun afternoon of clever exercises that bonded our team. My favourite was the "life boat game". This exercise took our staff outside their comfort zone and stimulated them to learn more about their work colleagues.

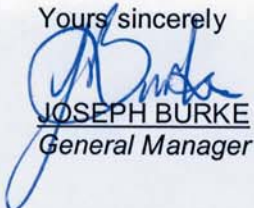
You also challenged us to view how we play the 'game of life'. This was a real bonus.

The energy in the room was fabulous and everyone enjoyed the experience including our older members of the team who can sometimes be reluctant to participate, "seen it all before", etc...

To sum it all up, your involvement via coaching our sales staff to see and believe in the benefits of becoming a team was the best investment we have made. As a result of that afternoon we're planning on giving you future business to optimise the sales success of our team.

I would highly recommend any sales organisation to consider Collective Intelligence if they want to achieve similar benefits. If you have any potential clients that have questions about what you did for us, I am happy to take their calls on 07 36206200.

Yours sincerely


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