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February 3, 2014

Mr. Phillip V. Olsen  
Know Your Strengths  
112 Hitching Post Road  
Boseman, MT 59715

Dear Phil:

I want to thank you for the leadership contributions you have provided our employees over the years. We have enjoyed this long and beneficial relationship. It is very rare to find such high standards of sincerity, trust-worthiness, and follow-up in the world of business today.

As you are aware, Medtronic has made a significant investment in speakers, such as yourself, to inspire and motivate our senior staff and sales teams over the years. You were able to connect with people at a level that truly got them to expand their thought process when it came to working with others. I found a lot of value with Proscan and the ability to get to the core of who we are as individuals. This not only helped on an individual level but also helped in understanding how to get the most out of others.

Your coaching was right up there with the best of them. You provided us with concrete ideas, actionable steps and the motivation to make things happen. I appreciate learning about our individual strengths and once our traits were understood and applied to our jobs, positive improvements were a result. We are very pleased and feel you met our expectations.

It would be our pleasure to do business with you again in the future.

Sincerely,

A handwritten signature in cursive script that reads "Suzanne Foster". The signature is written in black ink and is positioned above the printed name and title.

Suzanne Foster  
Vice President and General Manager