

Michael Walsh Walsh Business Growth Institute 1168 Hamilton St Vancouver BC V6B 2S2 Canada

19th November 2019

Dear Michael

## The seemingly impossible possible

I wanted to thank you for the amazing support you have provided to me and my team over the last 8 years. It has been an extraordinary journey going from £400K to £7.4M in a short space of time. We achieved far more than I could have ever imagined and back in 2011, I thought getting to a £1M was a realistic goal!

Through your mentorship, I learned how to recruit much more effectively, structure the business for growth, develop scalable processes, introduce sound business development practices and manage and lead more effectively. You helped us navigate our growth from 9 people to over 100 and instilled in us the importance of building a strong culture based on values.

You supported us in building whole departments in Sales, Marketing, Finance and HR and a senior leadership team, challenging and pushing us to think strategically while still being fully rooted on the ground and building a business that is client centric.

It has been a whirlwind over the last 8 years, with lots of excitement and challenges to overcome. We are all bigger people because of your influence and have built something of substance that we can say we are truly proud of.

Thanks again for being with us every step of the way and encouraging us to step into bigger shoes, giving us the confidence to make the seemingly impossible possible.

Kind regards

## Louise Pasterfield Founder and Managing Director

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