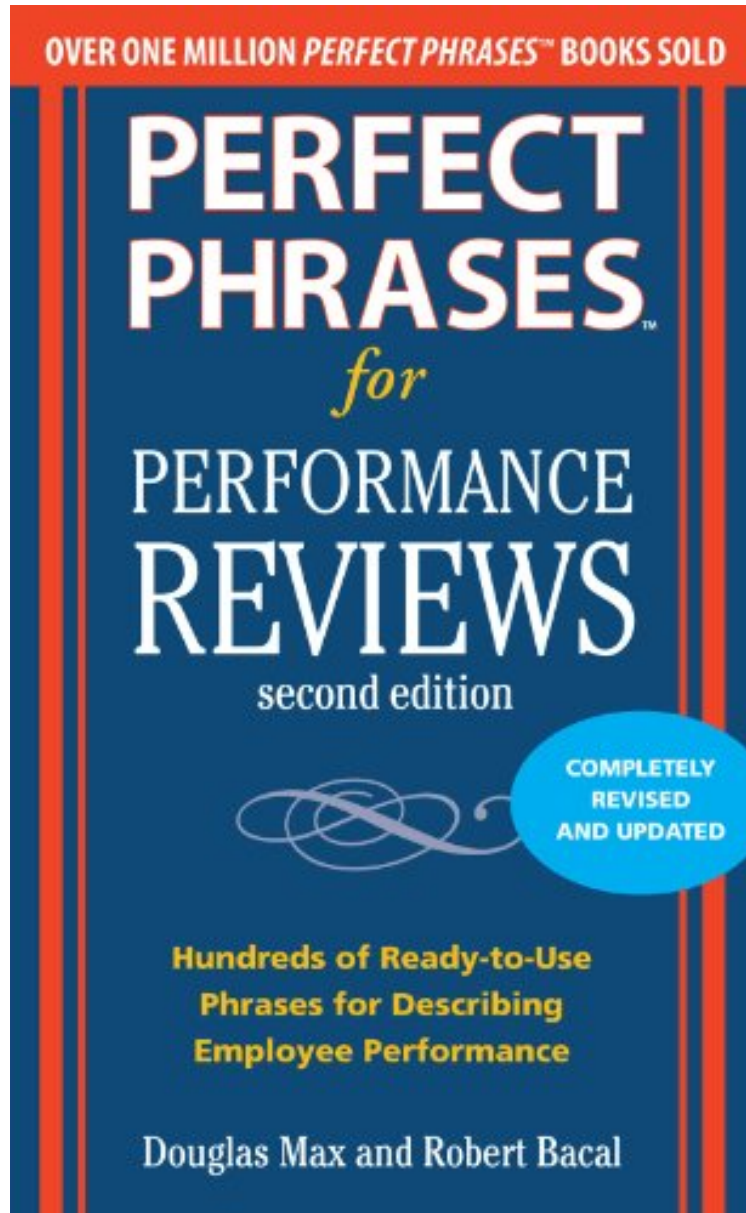


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About the AuthorDouglas Max is managing director of LR Communications, a firm that conducts on-site seminars in writing and presentation skills. Robert Bacal is the author of *Managing Performance* and *The Complete Idiot's Guide to Consulting*.