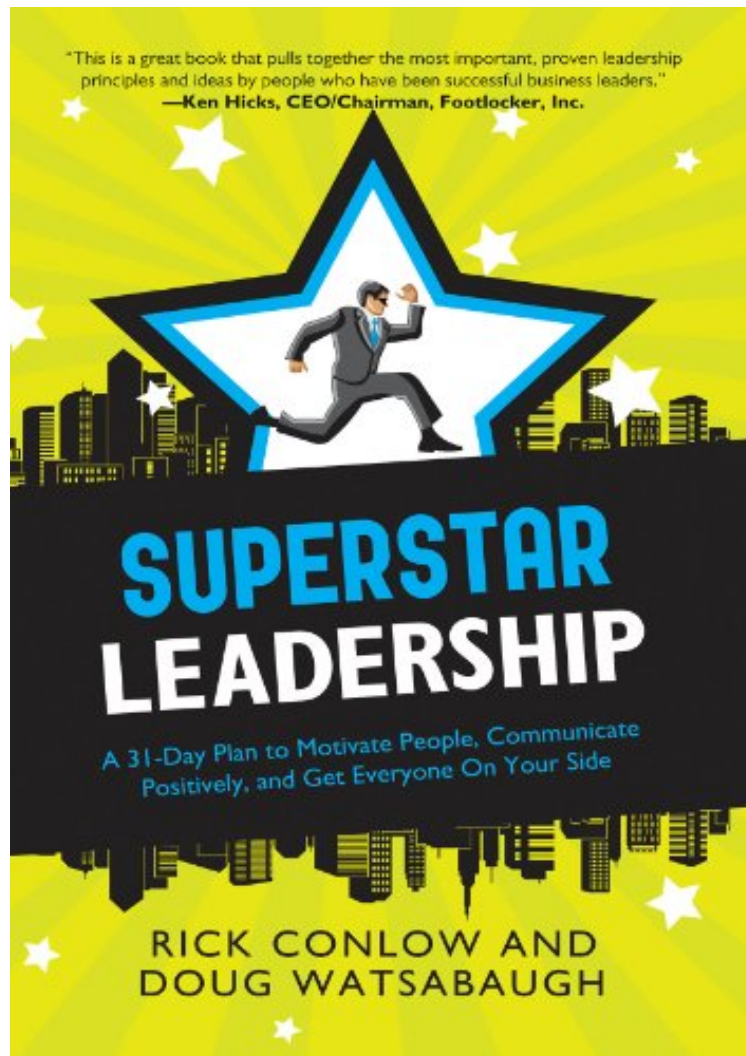


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About the Author Rick Conlow is the CEO and cofounder of WCW Partners, a global management consulting and training firm. He has helped numerous companies like Target, Costco, Andersen Windows, and Canadian Linen reduce complaints, improve profits, and increase sales. Rick has been a general manager, vice president, training director, program director, and national sales trainer and consultant. He has authored 11 books, and regularly facilitates presentations to audiences of all sizes. Doug Watsabaugh is the COO and cofounder of WCW Partners. His knowledge of experiential learning and skill at designing change processes and learning events have enabled him to significantly improve the lives of thousands of individuals and hundreds of organizations in various industries, including Coca Cola, Accenture, Hasbro, 3M, and General Mills. Doug is the author of seven books.