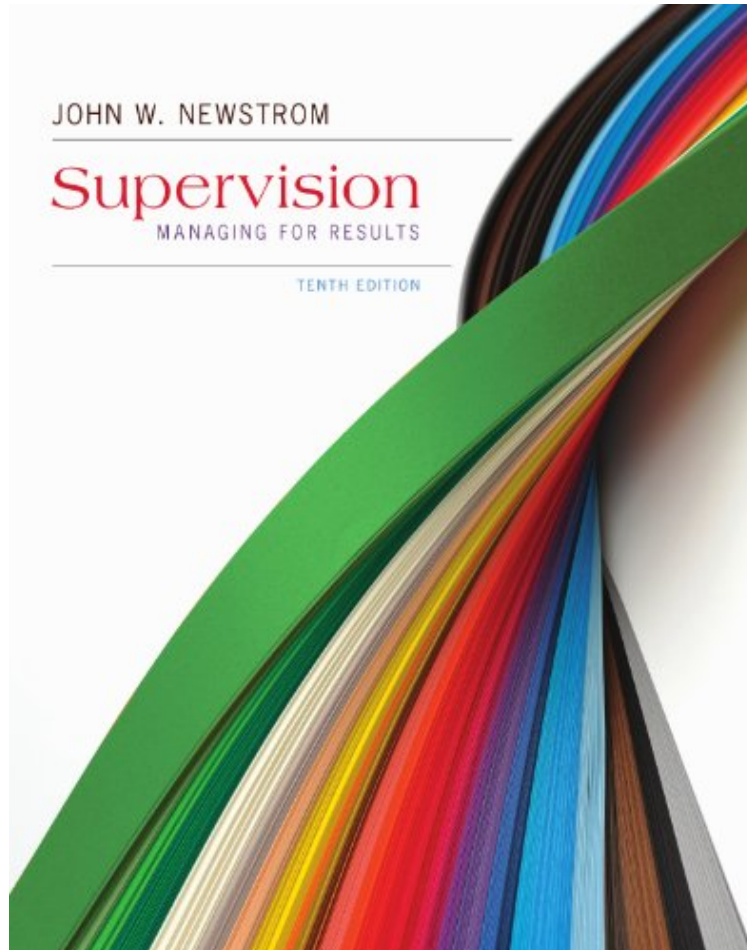


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About the Author Respected teacher, widely published author, and consultant to organizations in the areas of training and supervisory development. He is Professor Emeritus of Management in the Management Studies Department of the Labovitz School of Business and Economics at the University of Minnesota Duluth (UMD).