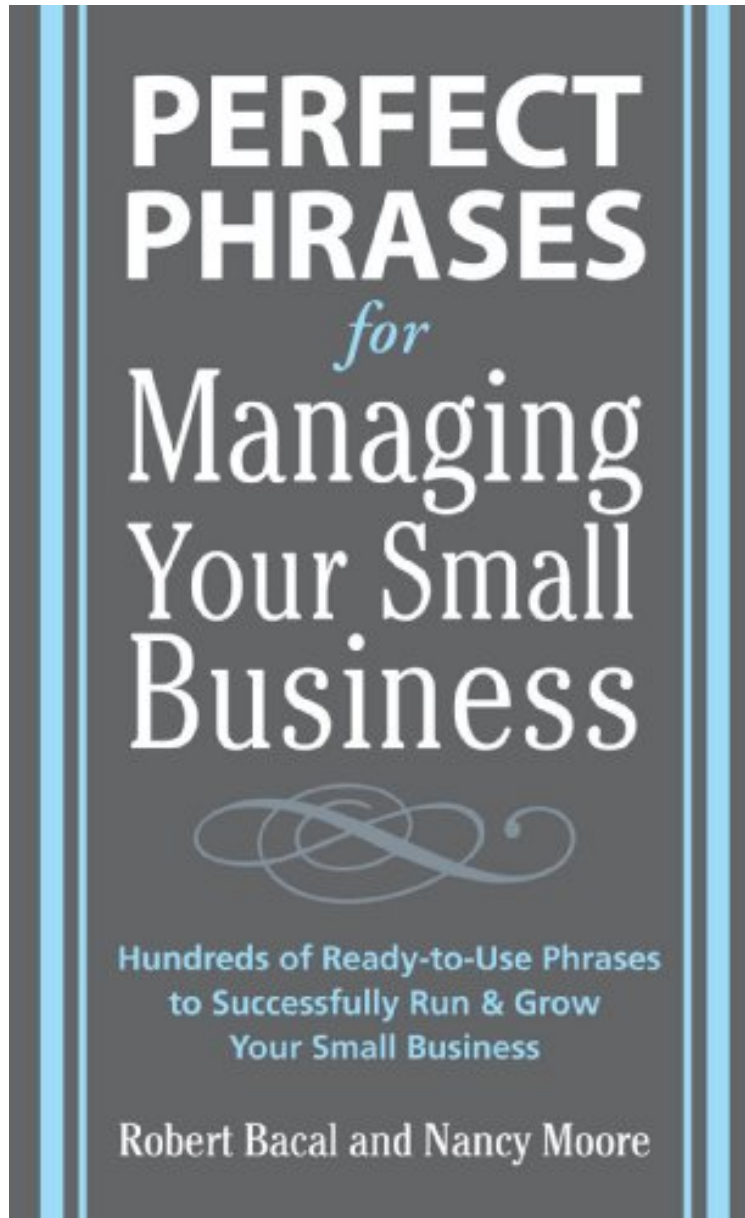


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About the Author Robert Bacal, the bestselling author of Perfect Phrases for Performance s, owns his own consulting firm. He has presented and offered training for the U.S. Department of Transport and at several prestigious conferences. Nancy Moore is a systems analyst and serves as a senior associate with Bacal Associates.