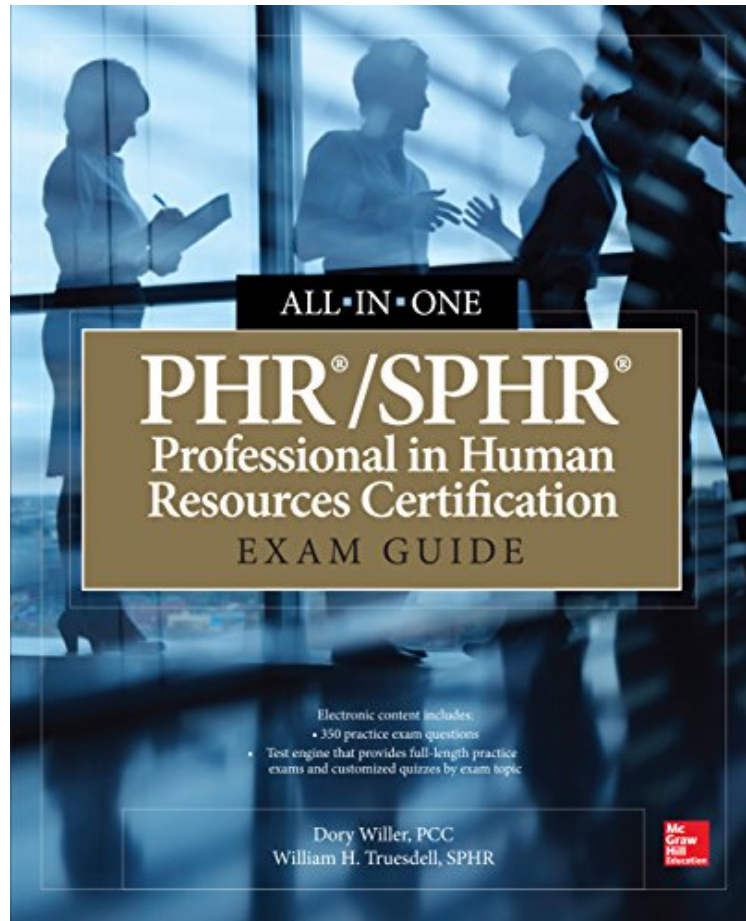




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Dory Willer, William H. Truesdell
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About the Author Dory Willer, PCC, SPHR, SHRM-SCP, is an executive coach with 25 years of experience as a senior HR executive, international speaker, and training facilitator. She has broad experience working for blue-chip and Fortune 100 companies. William H. Truesdell, SPHR, is president and founder of The Management Advantage, Inc., a personnel management consulting firm. He spent more than 20 years in management with ATT in HR and operations.