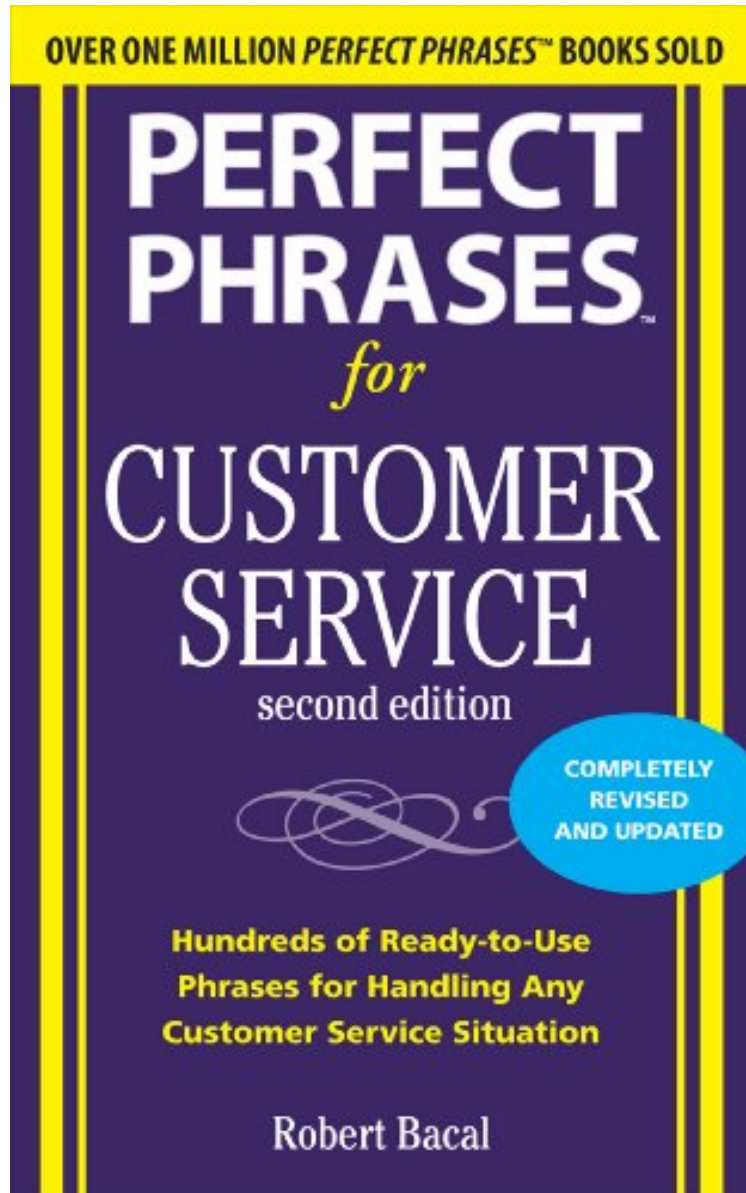


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About the Author
Robert Bacal is the author of *Managing Performance* and *The Complete Idiot's Guide to Consulting*, and he runs the management website work911.com.