

Recommended Consultants, Training Specialists and Special Events Speakers

*All of the following are available through **The Educators Network** at no increased fee. In each instance, impeccable credentials and references attest to many years of experience and proven platform skills.*

TONY ALESSANDRA is recognized by *Meetings and Conventions Magazine* as “one of America’s most electrifying speakers.” Dr. Alessandra is a leading authority on bottom-line marketing tactics and on building business relationships for life. He is a published author with 13 books, has been featured in over 50 audio/video programs and films and also hosts the TPN/Primestar network talk show, *Strictly Business*. His topics include **The Platinum Rule™**, **Customer Loyalty**, and **Collaborative Selling**.

JOHN AMATT has made presentations to over 1750 corporate and professional audiences representing well in excess of 750,000 people in 40 countries around the world. Building on his lifetime of adventure and entrepreneurship, including as a leader and climber on Canada’s first successful Mt. Everest expedition, John Amatt uses the adventure metaphor to inspire and motivate audiences. His most popular presentation topics include **No Mountain Too High: Challenging Change with the Adventure Attitude™**, and **Climbing Your Own Everest: What It Takes to Get to the Top**.

JOY BALDRIDGE focuses on **sales, customer service and management skill development**. Her diverse background as a corporate trainer, sales professional, manager, vice president and president enables her to be accepted as an authority in her field at every corporate level. Ms. Baldrige has conducted training programs for over 200 corporations, publications, and associations.

ERIC BARON, founder of The Baron Group, is author of **Selling Is A Team Sport: Turn Your Whole Organization Into A Living, Breathing, Selling Machine**, (Prima Publishing 2000). As a sales consultant, trainer, and special events speaker, Eric has trained and motivated sales people for more than 20 years. His unique, customized, multi-day workshops combine the best of proven problem solving skills *and* consultative selling skills. Recognized for extraordinary energy, passion for his subject, and an ability to command and hold any audience’s attention, Eric has also been invited to keynote scores of national sales meetings, trade association conferences, and senior level retreats.

ARDEN BERCOVITZ, PH.D., CSP. Arden’s niche as an entertaining, inspiring, and informative professional speaker in the guise of Dr. Albert Einstein helps his audiences to **learn new ways of thinking and recognize new windows of opportunity**. He skillfully weaves stories and quotes from Einstein’s life with the challenges currently facing each group, challenges such as **change management, innovation, creative thinking, and professional development**. Titles of presentations include, **Intelligent Change The Einstein Way!**, **Change Your Thinking Today The Einstein Way!**, **Discover Opportunities in Diversity The Einstein Way!** and **Strudel for the Noodle**. Arden’s portrayal of Einstein has been featured in *Success Magazine*, the *Los Angeles Times*, *The San Diego Business Journal* and numerous trade journals. His client list includes *Fortune* 500 corporations, government groups, and professional associations in a wide range of industries.

SHEILA MURRAY BETHEL, PH.D., CSP, CPAE, is a globally acclaimed keynote and special events speaker who gets the results her clients want. Sheila delivers a powerful combination of expertise, substance, humor and inspiration with every presentation. Sheila brings a unique depth of sensitivity to her specialties of **change, leadership, customer service** and **personal excellence**. In the course of delivering 2,500 presentations in 11 nations, she has spoken to over one million people. Her client list reads like a global “Who’s Who” of Business, Trade Associations, Education and Government. Sheila is author of **Making a Difference: 12 Qualities That Make You A Leader.**

BRIAN D. BIRO is one of the nation’s foremost catalysts for transforming a “getting by” mentality to an infectious eager spirit. At the heart of his powerful presentations is an irrepressible belief in people. The author of the internationally acclaimed **Beyond Success: The 15 Secrets of A Winning Life!** (1995) and **The Joyful Spirit: How to Become The Happiest Person You Know!** Brian was rated #1 from over 40 speakers at the prestigious *INC* Magazine International Conference in Customer Service in 1997. Brian has been featured on *Good Morning America*, *CNN’s Business Unusual* and the *Fox News Network*. His most requested topics include **Beyond Success** and **The Unstoppable Spirit**, which create exciting new levels of teamwork within organizations.

LENORA BILLINGS-HARRIS is an international speaker, consultant and the author of **The Diversity Advantage: A Guide To Making Diversity Work.** President of Excel Development Systems, Inc., a human resources development company, Lenora delivers performance improvement interventions that enable clients to discover the hidden strengths of working in and valuing a diverse multicultural environment. Her learner-oriented programs provide a safe environment to explore the sensitive issues of diversity as they relate to team effectiveness, multicultural communications, sales and leadership. Whether through keynotes, half-day workshops, or multi-day seminars, Lenora Billings-Harris’ thought-provoking programs are lively, positive, and non-judgmental.

PETER L. BYE, president of MDB Group, Inc. is the former Corporate Diversity Director for AT&T. His consulting firm provides clients with leading edge thinking and expertise about how **diversity and inclusion** can ensure the highest possible quality workforce and work environment, and help achieve meaningful business results. Mr. Bye develops Business-Aligned diversity and inclusion strategies and associated policies, practices, communication plans, and Websites. Clients represent consumer products, financial services, insurance, telecommunications, food services, education, energy providers, and the pharmaceutical sector. Mr. Bye is a frequent speaker and workshop leader at The Conference Board and International Quality & Productivity Center.

CAHILL ASSOCIATES is in **The Business of Speaking**. It was founded in 1984 by Ellen and Paul Cahill. They have coached and trained hundreds of business people, helping them to improve their speeches and business presentations in one-on-one situations; on the Internet and by phone; and in all kinds of meetings with clients, management, peers and boards. Their popular training programs and consulting address general and technical presentation skills, team presentations, product introductions and sales efforts. They also offer a series of short, interactive programs for large groups including **How To Make Your Point In A Minute**, **The “Elevator Speech”**, **Avoiding “Geek” Speak**, **Presentations That Fail** and **Handling Questions**.

BARBARA CARNES, PH.D., is a consultant, trainer, speaker and writer. She is the co-author of the books, **Making Training Stick** and **Making Training Stick: A Training Transfer Field Guide.** Before founding Carnes and Associates, Inc. in 1982, Barbara was a member of the training staff for a subsidiary of Sprint, Inc. Her extensive list of workshops include **Emotional Intelligence**, **Managing Messages—E-mail, Voicemail, and Faxes**, **Making Training Stick**, **Retaining Employees**, and **Mentoring**.

KEVIN CARROLL is a communications trainer, motivational speaker, speech coach, and corporate entertainer whose strengths include his ability to connect with his audience, motivate them, and transform objectives into useful skill sets. His most popular topic is **Life's a Boomerang!: How to Positively Influence Others**. Kevin's clients include Avis, Fleet Bank, Enviro-Tech, Pitney Bowes, the U.S. Postal Service, IBM, Chase Manhattan Bank, Met Life, Growmark, Sikorsky Aircraft, Blockbuster Video, and Hanscom Air Force Base.

JIM CATHCART, CSP, CPAE, founder and CEO of Cathcart Institute, has been training people worldwide for more than 20 years in ways to grow their businesses and expand their lives. He speaks on **leadership, sales, new era business practices, business psychology** and **personal growth**. As the author of twelve books, including **The Acorn Principle®** and **Relationship Selling™**, and featured speaker at over 2000 conventions, Jim has impacted the lives of hundreds of thousands of people. He is past president of the National Speakers Association and recipient of their highest awards including the Cavett Award and the CPAE Speaker Hall of Fame Award.

ART CORNWELL is the president of The Boardroom, a Michigan-based consulting and training firm that specializes in showing business people how to improve their professional skills. Art has 30 years of experience, and has been a senior officer of five firms. An international speaker, and member of the National Speakers Association, Art has presented the principles contained in his book, **Freeing the Corporate Mind: How to Spur Innovation in Business**. One of his most popular workshop series is **Leadership in the 21st Century**, which covers eight different skill sets.

RITCH DAVIDSON, Senior Vice Emperor of PLAYFAIR, Inc., presents his upbeat message about the importance of **humor in the workplace** to thousands of people each year. Participants discover the value of humor in promoting innovation, flexibility, and maximum profits. Clients, including DuPont, Charles Schwab, Pacific Bell, Duke Power, MCI, U.S. Air Force, Farm Equipment Association, and the Young Presidents Organization, cite Ritch as a superb and entertaining speaker who gains immediate rapport with his audience.

KATE DRIESEN, President of Driesen & Associates specializes in helping employees sharpen their critical leadership skills to achieve performance excellence. These include training and speech topics that address **management and leadership development, coaching, communication, and managing stress**. The content of each of her program topics is enhanced by her superb presence and an almost magnetic rapport which she establishes with every group. Kate who has worked with companies throughout the U.S. and in Australia, New Zealand, Canada, and Great Britain, includes among her clients, Bristol-Myers Squibb, McGraw Hill, Toyota Motor Company, Verizon, Stop & Shop Supermarket Company, Chevron, DKNY, Salvation Army, and numerous federal, state and local government agencies.

PHILIPPA GAMSE is an e-Business consultant and conference speaker who helps organizations maximize their use of technology to quickly achieve and then sustain a competitive edge. She talks in plain English, not geek-speak, and brings a global perspective to her material. Programs, tailored to each client's specific industry include **Technology Updates, The Top Seven Strategies for Website Success, Making the Internet Work for You, and Mining for Gold: Your Visitor Reports**. Philippa is one of only four facilitators licensed by Daniel Burrus, author of **Technotrends**, to conduct his unique, interactive **Advantage Business Strategy Game™**.

MICHAEL E. GOLDBERG, founder of Building Blocks Consulting, is a trainer and special events speaker who helps companies attract more sales, offer better service, and practice great leadership. Described by clients as a “spark plug” because of his high energy, Michael has earned multiple engagements with companies representing a wide range of industries. Among his many dynamic workshops and keynote presentations are programs about Networking, Team Building, Interpersonal Skills, Leadership, and Sales. Prior to forming Building Blocks Consulting in 2000, Michael acquired hands-on management and training experience over a 17-year period within the hospitality and retail industries.

FRANK J. HALUCH, C.P.M., founder of Haluch & Associates, Ltd., has been conducting standard and custom **purchasing skill development seminars** throughout the world since 1988. He uses his own state-of-the-art **Sourcing Decision Support** software in all of his purchasing seminars. Frank’s hands-on experience is unmatched as a result of his successful career with GE. He made important contributions in each management position: Manager of Purchasing for GE Information Services, Program Manager-International Purchasing, and Manager Capital Equipment and Tooling.

KEITH HARRELL. As president of Harrell Performance Systems, Keith has created a firm specializing in helping the corporate marketplace achieve and maintain its goals through the power of a positive attitude. Keith has shared his powerful message, **Attitude Is Everything®** with audiences around the world. Known across Corporate America for his energetic and innovative presentations, Keith counts IBM, Mattel, Aetna, Eli Lilly and Coca Cola among his repeat customers. His lively delivery compels participants to take a “fix-it” or “kick-it” approach toward desired changes in attitude, increased confidence, and productivity. In addition to his program, **Attitude Is Everything**, he has presented **Making Performance Matter™, Embracing Change to Increase Effectiveness**.

GEORGE HARRIS, C.P.C.M., C.P.M., founder of The Calyptus Consulting Group, specializes in the areas of procurement, materials management, and quality management. His company currently offers over 30 different courses, each of which is delivered by a Certified Purchasing Manager and qualifies for C.P.M. hours. Clients include Raytheon, Honeywell, Wyman-Gordon, United Technologies, Toro Corporation, and the Federal Government. George has been named a Fellow by the National Contract Management Association and appointed to the panel of arbitrators of the American Arbitration Association.

SUE HERSHKOWITZ-COORE, CSP has spoken to more than one million people in 49 states and seven international venues. “Energetic,” “enthusiastic,” and “practical” are the words most often used to describe her programs. Presentations, which range from 90-minute keynotes to 4-hour breakouts, include **Customer Communications: Email or Enailed?, Communicating When Communication is Difficult and Demanding, Power Sales Writing™** and **From Success to Significance: Moving from Indistinguishable to Indispensable**. Sue is the author of Power Sales Writing: What Every Sales Person Must Know to Turn Prospects Into Buyers.

PATRICIA N. HUNTER specializes in **one-on-one executive coaching, talent assessments, and career management**. Throughout her 30-year career, Patricia has been an adviser, counselor, and a coach to organizations and individuals. She held HR leadership positions in staffing, benefits and compensation. As a result Pat has a deep understanding of the jobs that exist in organizations, what leaders need to do to succeed in those jobs, and how to select top talent. Her consulting assignments have been with organizations in financial services, healthcare, telecommunications, law, information technology, manufacturing, consumer products, fashion, e-commerce and entrepreneurial ventures. Pat holds a Master's degree in counseling from New York University and an undergraduate degree in psychology from Barnard College.

JILL D. KANTER, principal of Jill Kanter Associates, is a management consultant and trainer with expertise in **leadership development, team effectiveness, conflict management, workplace improvement, and organizational change**. Jill's clients represent financial services, healthcare, high-tech, telecommunications, and higher education. All are unanimously impressed by her skill and the positive impact she has made in their organizations. Jill is certified to administer the DiSC Personal Profile System and Career Architect instruments. She writes the monthly business advice column, "Ask Jill" for *WomenandBiz.com*. She earned her B.A. in Education from the University of Massachusetts where she focused on counseling and career development. At Harvard University, Jill was awarded her Ed.M. specializing in organization development and corporate education.

KEYGROUP® is a management consulting and training firm in Pittsburgh, PA. Its group of professionals include *Fortune* 500 executives, health care administrators, manufacturing managers, government/military supervisors, and community leaders who consult and train in the areas of **performance management, employee development, and leadership**. The two principals are **Dr. Joanne Sujansky** and **Dr. Jan-Ferri Reed**. Joanne is author of **The Power of Partnering: Vision Commitment and Action** (Pfeiffer and Company, 1991) and co-author of **Training Games for Managing Change** (McGraw Hill 1999). Jan has been designing and delivering customized management training programs for the firm since 1984 and serves as KEYGroup's President.

MICHAEL KIPP, Managing Partner of **GovernBest** has been a principal in businesses as diverse as banking, health care and internet commerce. A former New York State Commissioner and Financial Services CEO, Mike is also a director and organizer of American Home Bank, serving on its audit and strategy committees, as well as a founding director of Hope International Capital Corporation, a socially responsible investment program that allocates funding across Hope's 225,000 microcredit clients in 14 of the poorest nations of the world. Mike has been an advisor and confidant to nearly 100 companies and their executives. He speaks frequently at business and professional gatherings on leadership, strategy and governance and is a gifted development resource for executive teams seeking a "deep dive" on ***thinking and managing strategically***.

KENNETH J. KUKLA, PH.D. is president of Performance Systems & Development, Inc. Dr. Kukla helps clients in the midst of major organizational **change** to develop an overall work design that optimizes their employees' productivity. His client list includes The Coca-Cola Company, IBM, Wachovia Bank, GE, Burger King, and Georgia Power. He has facilitated a **change management** solution for employees of a newly merged bank, helped a major insurance company implement large-scale organizational **changes** relating to structure and philosophy, and developed training programs for scores of companies on **change, teams, and resolving differences**. Ken possesses critical attributes that have resulted in his establishing so many successful client relationships: *Professionalism, practical experience, and an ability to relate to a variety of organizations and people*.

JAY KURTZ, President of KappaWest, Inc. has been involved in the preparation and facilitation of company **Business Wargames** for more than 15 years. In his programs, participants learn how to use the lessons from Sun Tzu, von Clausewitz, and other military thinkers to increase their corporate success. Jay has helped scores of companies to increase their strategic effectiveness and tactical efficiency using military concepts, principles and planning processes. **Business Wargames** have been conducted throughout the world to support strategic planning, to test new product launch plans, and to help develop bid strategies for major procurements. Typical topics include **The Art of (Business) War, Competitive Intelligence and Tactics, and Planning to Win**.

MICHAEL LAME co-founder of PROSPERO, LLC, specializes in **leadership development, communications, presentation skills, and teambuilding**. For over 20 years, Michael has provided companies strategic direction and focus, facilitated executive retreat sessions, designed and conducted programs in managerial effectiveness and consultative selling, and coached and mentored executives in persuasive speaking. PROSPERO programs are highly interactive, fast-paced, and engaging with extensive hands on personalized attention for each participant. Michael, who has worked with companies throughout the United States, Canada and England, includes among his clients, American Express, AT&T, Campbell's Soup, Caterpillar, General Dynamics, Lockheed Martin, Mazda, Procter & Gamble, Sony, Tyco, and Watson Pharmaceuticals.

JAMES MAPES, PH.D. is a keynote speaker, seminar leader and author of **Quantum Leap Thinking: An Owners Guide to the Mind**. Over a million people have experienced the mental magic of his one-man show, **Journey into the Mind's Eye: Hypnosis with an Edge**. More than a hypnosis show, utilizing total audience participation, Jim directs audiences on an extraordinary adventure through mind-opening demonstrations. Employing hypnosis as a metaphor for belief systems, Mapes provides tools to **reduce stress, manage change, increase motivation, create a safe environment for communication, clarify and set goals, and enhance creativity**.

PETER W. NATHAN is a consultant to the **exhibition and conference industry**. A widely respected authority in his field, Mr. Nathan's career has been marked with pioneering "firsts" including the first to design an "Expo" show, the first to present a trade show in the Soviet Union, then China and most recently, Cuba. He provides expertise in new show development, association outsourcing, mergers and acquisitions, corporate exhibit planning and evaluation, marketing and promotion, and facilities planning.

PENN POST provides training seminars for non-financial managers to learn how to use financial information to improve their job performance. The author of **Ten Ways to Improve Profitability**, Penn has delivered more than 500 workshops and seminars. Workshop titles include **Managing for Financial Success and Shareholder Value, Making Decisions to Achieve Financial Success, Budgeting, Business Finance, Profit and Cash Flow Management, Growing Revenues—It's Everyone's Job!**, and **Selling Financial Benefits**.

SHARON ROBERTS is president and founder of Selling to Women and principal of Roberts & Roberts Associates, a Texas-based training and consulting firm. Sharon has been invited by organizations throughout the world to present her most popular subject, **Selling to Women & Couples and Silent Signals**. She provides insights on reading and interpreting those subtle, but important, "silent signals" that are sent *to you* and unconsciously *by you*. Featured nationally on *CNN*, the New York-based, "Lets Talk Business Radio Network," as well as numerous talk-radio shows, Sharon has reached millions of people with her timely message. Sharon is author of the book, **Selling to Women & Couples: Secrets of Selling in the New Millennium**.

GERALDINE Q. RUTHCHILD, PH.D., President of Exemplar, Ltd. creates and delivers innovative **training curricula, training programs, procedures manuals, and other technical documentation**. In addition to developing traditional manual-based training, her experience includes **distance learning** and various formats of computer-delivered training including **CBT**, and **training via internet/intranet/extranet**. Dr. Ruthchild's background combines academia, instructional design, and investor relations to produce training materials that are pedagogically sound, instructionally creative, and informed by a deep understanding of business issues. Clients include Citibank, Merrill Lynch, Koch Industries, J.P. Morgan, American Arbitration Association, and Knight Ridder Financial.

SUSAN SALVO, founder and CEO of Revenue Generators, LLC, helps sales people and business owners **learn the skills of cold call prospecting for new business**. Susan's methodology for setting quality meetings involves a unique methodology she has developed and which she teaches her clients. Her clients consistently acclaim the strength of this methodology, which she teaches either in half-day workshops for multiple participants or in one-on-one cold call coaching sessions. Prior to establishing her own firm in 2002, Susan enjoyed a successful twenty-year sales and marketing career with such companies as The Hertz Corporation, Freedom Broadcasting, Inc., Knight-Ridder, Inc. and Capital Cities/ABC, Inc. She also held sales and marketing positions with several small, privately-held technology firms.

FRANK SARR, President of Training Implementation Services, designs customized training programs. He built his company on the premise that "*real genius is not in the building of the training programs, but in getting them used.*" His powerful, **Accountability PerformanceSM** system, energizes employees to approach their learning seriously and *demonstrate* that they can use what they have learned. As importantly, it incorporates accountability which speeds new employee productivity. Frank's programs have been responsible for extraordinary performance improvements for dozens of client companies in such industries as Insurance, Banking, Managed Care and Pharmaceuticals. Prior to founding Training Implementation Services, Frank served as Vice President of all Field training for CIGNA and as Director of Financial Services Marketing with Wilson Learning Corporation where he marketed training products to the financial industry throughout the United States, Australia, and Canada.

MICHAEL SCHATZKI, CSP conducts his **Negotiation Dynamics[®]** programs for business, non-profit organizations, and professional groups throughout the country since the early 1970s. He custom designs and presents **negotiating skills** seminars for sales, purchasing, personnel, finance, and training groups, as well as engineering, contracting, manufacturing, and research organizations. Clients who have engaged Mike for long-term multiple assignments include Hertz, Prudential Relocation, DuPont, Growmark, Ingersoll Rand, McGraw-Hill, BMW and IBM. As a keynote speaker on this subject, Mike delivers a high-energy program that draws rave reviews.

DAVID SILVER conducts customized training programs covering **management** and **supervisory training, leadership development, and mentoring**. The expertise David imparts is a direct result of more than 20 years experience in a variety of senior human resources management positions with such organizations as Gentiva Health Services, Aventis, Amerada Hess Corporation, The Bank of Tokyo and the Federal Government. Since 1987, David has provided consulting and training services to over 200 client organizations representing both the public and private sectors.

BOB SILVERSTEIN provides **professional interventions** to help employees deal with the fear, anger, confusion, and distress that result from a reorganization, strike, or crisis involving an employee death, serious accident, or workplace violence. Bob's background includes an impressive combination of counseling, employee assistance, crisis intervention, training, and organization development. His clients include Bankers Trust, Girls Scouts USA, Philip Morris, PepsiCo, the U.S. Postal Service, and the U.S. Department of Energy.

MARGARET (PEG) SKARROW founded Skarrow Associates in 1989. Her consulting firm develops custom training programs for large businesses as well as start-ups. She is an expert in **instructional design, project management, human resource consulting** and **competency analysis**. Prior to forming her company, she was a consultant for Arthur D. Little, a curriculum design project director for Westinghouse Health Systems, a senior project manager at Learning International, and director of human resource planning and development with a Pathmark supermarket chain.

VALERIE SOKOLOSKY is a Dallas-based management consultant who assists executives in reaching their full potential through **coaching, strategic career planning, and the development of interpersonal skills including corporate protocol and image enhancement**. Valerie has helped thousands worldwide reach their professional goals. She is a widely published author of five books, including **Corporate Protocol** and **Seasons of Success. Corporate Protocol** has been translated into Spanish and Indonesian and is marketed worldwide.

FRAN SOLOMON, Senior Vice Empress of PLAYFAIR, Inc., is a highly popular motivational speaker who has been speaking to excited and enthusiastic audiences throughout the U.S. for over 15 years about the revitalizing effects of **humor and play in the workplace**. Her lighthearted, enlightened approach to work, life, and the community, “inoculates” organizations against typical workplace scourges: Chronic stress, lack of motivation, and uninspired customer service.

JOHN (JACK) STACK is the founder and CEO of SRC Holdings Corporation, an employee-owned company which currently includes 22 subsidiaries covering businesses from banks to engine manufacturing plants. Stack is the author of the best-selling business books on unlocking the power and profitability of **open-book management, The Great Game of Business and A Stake in the Outcome**, and is an *Inc.* Magazine columnist. As well as leading SRC Holdings Corp., Stack travels across the U.S. and around the world delivering speeches and educating companies about the benefits of **open-book management** and how it can positively impact people’s lives and the company’s bottom line. He has received numerous recognition awards for his revolutionary style of management including The National Business Ethics Award and Top 100 Companies to Work For in America.

MARK P. STEINBERG is president and founder of Steinberg and Associates, Human Resource Consultants. For over 15 years, he has designed and presented training programs and speeches that address the most critical issues associated with motivating workforces and increasing their productivity. Currently, Mark offers more than 30 different topics on **leadership, customer service, communication, creativity and innovation, team building, business writing, and networking**. Mark’s programs are filled with business-relevant instruction conveyed in refreshing, inspirational ways. Clients cite his highly interactive presentations, creative audio/visual support, entertaining group exercises, and both conventional and unconventional instructional techniques.

WILLIAM STIEBER, PH.D. CSP, owner of InterPro Development, Inc., is a trainer, organization development consultant, and speaker. Dr. Stieber has over 20 years of experience working in the financial services, healthcare, manufacturing, and consulting fields. His workshops include: **leadership practices, quality measurements, customer service, problem solving tools, team building, project management, matrix management, time management, coaching skills, and Myers Briggs®**. Bill’s most recent book is **Teaming for Improvement—Getting Results in the Millennium**. Other books include, **Thriving on Change in Organizations**, and **The Anatomy of a Leader: 21 Tips for 21st Century Success**.

BYRON STOCK guides organizations throughout the world toward excellence through his **Emotional Intelligence Series** of presentations and workshops. Using stories and humor, his high-energy presentations and workshops target today’s issues: **Emotional Intelligence—Keys to Managing Change Effectively, Restoring Balance in a Chaotic Environment, Getting to the Heart of Performance**. Byron’s clients are from manufacturing, financial services, information systems and technology, agriculture and food products, and healthcare.

ZUHAIR SUIDAN is the principal of a **marketing, strategic planning and business development** Consultancy. Prior to forming Suidan Associates, he enjoyed a successful 23-year career at IBM. Mr. Suidan has helped teams in many different corporate, industry, and competitive position settings to understand their markets, analyze opportunities, and develop distinctive, integrated and workable marketing strategies *that are bought into throughout the organization*. He uses a powerful, yet easy-to-use strategic marketing planning process that demystifies the process and greatly increases the effectiveness and speed of visioning and objective setting. Mr. Suidan has presented numerous strategic marketing management workshops for companies such as Verizon Communications, Pitney Bowes, Thermo Electron, Programart, Hyperion Solutions and Perkin Elmer.

JAMIE B. TELEGADIS has been providing consulting and training services for more than 15 years in all facets of management development. Programs she conducts regularly include: **Developing Your Management Potential, Management Practices for Professional Employees and Secretaries, Team Building, Leadership, and Coaching and Caring to Improve Employee Performance**. Jamie is certified to teach the Myers Briggs® Personality Indicator, LIFO-Life Orientation Training, and Situational Leadership.

PETER VIDMAR is a motivation speaker who was the premier male gymnast for the United States at the 1984 Olympics. With a perfect score of 10, Peter captured the Gold Medal on the pommel horse. His powerful speeches are artfully blended with live demonstrations on the pommel horse. Peter vividly describes the requirements for “The Perfect 10” with his presentation on **ROV™—Risk, Originality, and Virtuosity**. *Successful Meetings Magazine* lists Peter Vidmar as one of the Top Ten Speakers in the country.

STEPHEN T. WATERHOUSE, CSP has conducted training sessions and made keynote presentations before thousands of sales professionals worldwide and is recognized as the expert in complex and team sales. His most recent book, **The Team Selling Solution: Creating and Managing Teams that Win the Complex Sale**, was published by McGraw-Hill in 2004. An engineer in the successful Patriot Missile project, Steve went on to lead the Vortech Corporation in a 300% turn-around in less than two years. Steve's client companies are in telecommunications, pharmaceuticals, chemicals, robotics, and financial services. Program topics include **Team Selling!™, negotiating, prospecting, building rapport, closing sales, managing time and territories, and major account management**.

ALAN WEISS, PH.D. is a consultant, speaker and author. His consulting firm, Summit Consulting Group, Inc. has attracted clients such as Merck, Hewlett-Packard, GE, Mercedes-Benz, Avon and over 300 other leading organizations. Alan is the author of 12 books, many of which have been on the curricula at Villanova, Temple University, and the Wharton School of Business and have been translated into German, Italian, Arabic, and Chinese. His hard-hitting, custom-designed presentations focus on practical techniques for improving performance, communications, productivity and teamwork and include such titles as **Mastering Change: The Seven Keys to a World That Will Never be the Same, Making the Fourth Sale First: How to Build Winning Relationships, and Empowering the Customer: How to Allow the Buyer to Buy**.

THOMAS J. WINNINGER, CSP, CPAE has been referred to by his peers as “America’s Business Coach!” Tom delivers programs on **competition, marketing, leadership, team building, benchmarking, and the future**. Author of the best selling book, **Price Wars: How to Win The Battle For Your Customer!** he has been featured on *CNBC First Business*, in *BoardRoom Reports*, *Venture*, and *Success* magazines. His varied background and client base has made him a valuable resource for marketing, sales, and management professionals nationwide.



ALAN R. ZIMMERMAN, PH.D., CSP, CPAE is president of the Zimmerman Communi-Care Network. As a motivational speaker and trainer Dr. Zimmerman has a unique talent for achieving enthusiastic interaction wherever he speaks. His custom-designed **Programs for Peak Performance** embrace the subjects of **motivation, team building, risk, burnout, listening, communication, and customer service**. He has spoken to more than a million people throughout the world and over 90% of his clients engage him for subsequent events. Dr. Zimmerman is one of the few people named “Distinguished Faculty Member” year after year by the Institute for Management Services.