

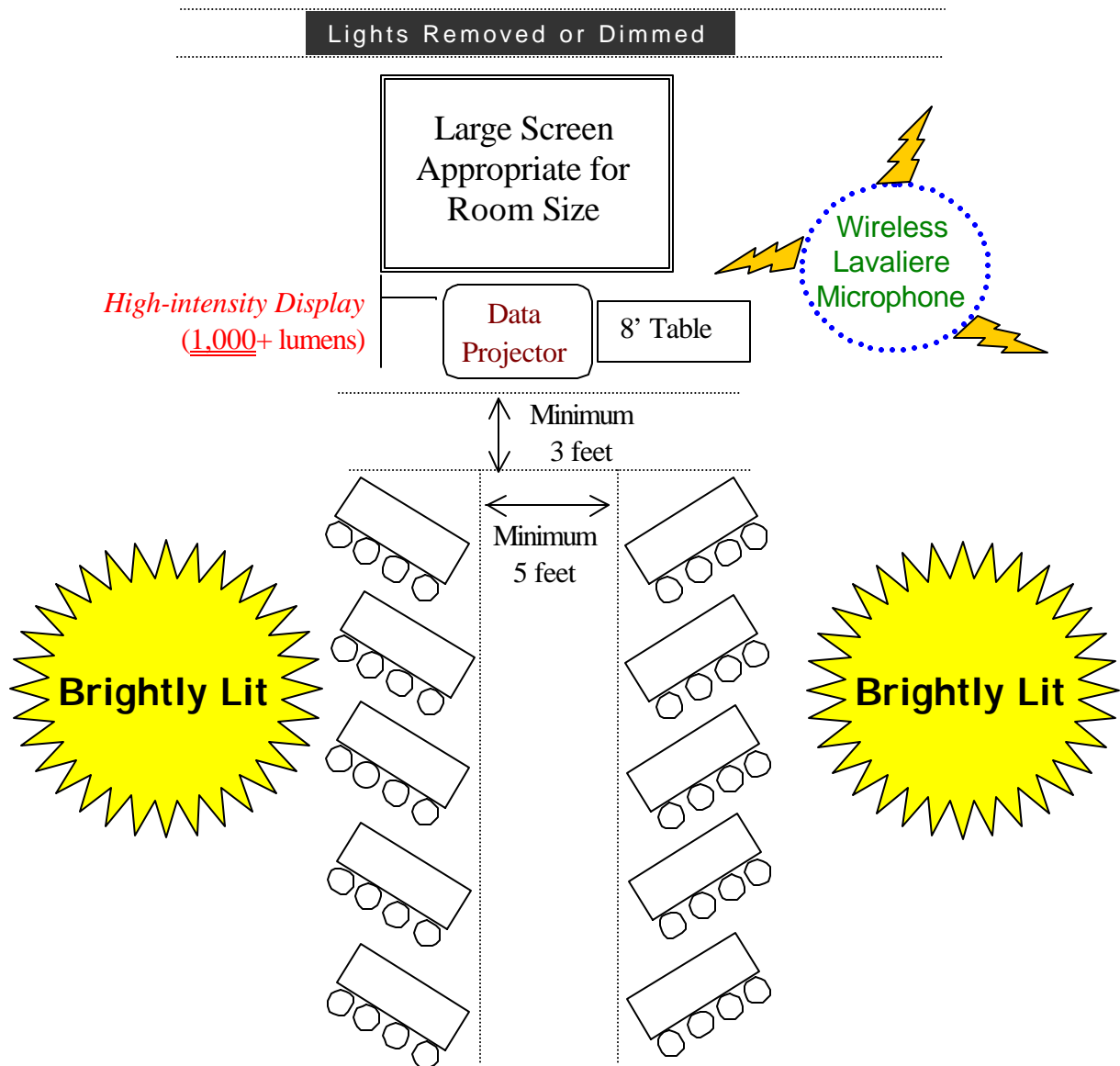


Helping People and Organizations  
to Reach Their Full Potential™

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## PREFERRED SET-UP & AUDIO VISUAL REQUIREMENTS



**Please Note:** This suggested set-up contributes to an optimum performance. As a professional dedicated to client satisfaction, Don can and will work with virtually any room configuration. For the most effective presentation with participant engagement and interaction, please have the **audience space lit as brightly as possible!** Thank you.

Author of ♦ YOUR PEOPLE ARE YOUR PRODUCT: HOW TO HIRE THE BEST  
♦ THE COMPLETE IDIOT'S GUIDE TO GREAT CUSTOMER SERVICE (CO-AUTHOR WITH RON KARR)  
♦ HOW'S ALL THE WORK GOING TO GET DONE? ♦ MAVERICKS! ♦ NO COMMENT!  
♦ LEAD YOUR STAFF TO THINK LIKE EINSTEIN, CREATE LIKE DA VINCI, AND INVENT LIKE EDISON  
Member: Institute of Management Consultants, The Academy of Management, and National Speakers Assn.