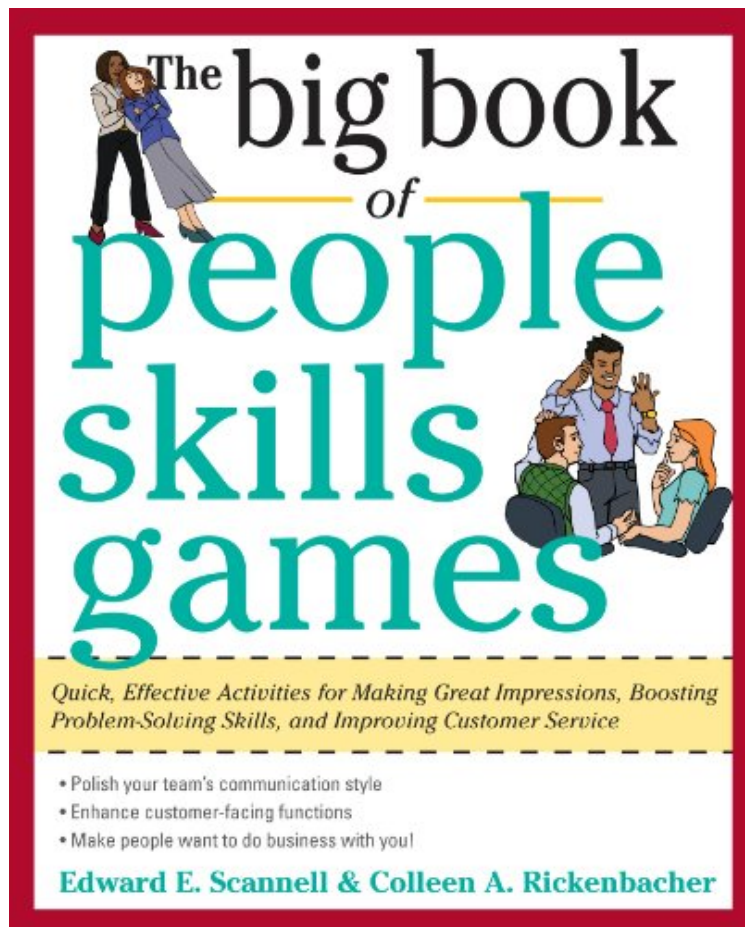


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About the AuthorEdward E. Scannell is a past president of the American Society for Training and Development, Meeting Professionals International, and the National Speaker's Association and is currently serving on the CIC (Convention Industry Council) and CMP (Certified Meeting Professionals) board of directors. Colleen Rickenbacher has more than 35 years' experience consulting, training, and writing on business etiquette, protocol, and communication.