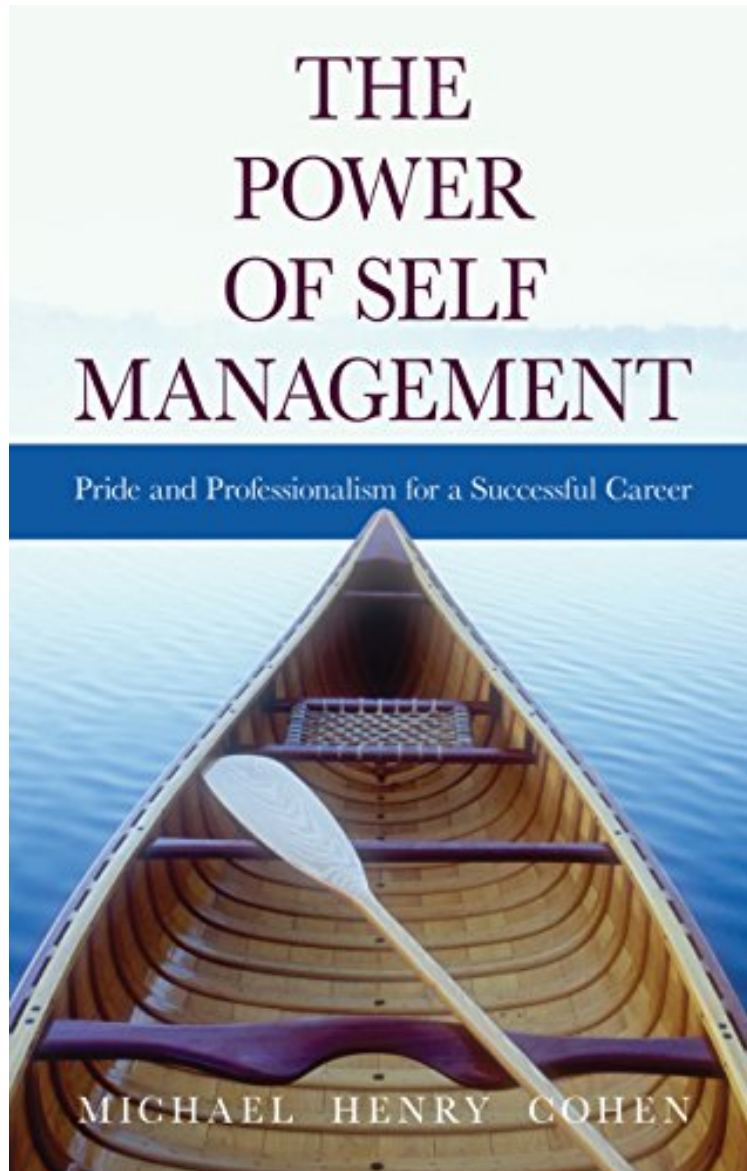


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About the Author Michael Henry Cohen is a nationally recognized workshop leader and consultant specializing in leadership and team development, organizational communications, employee relations, conflict management, and customer service. He has taught interpersonal communications, group process and organizational behavior at Northwestern, Roosevelt and Dominican Universities. Michael currently conducts leadership effectiveness programs for organizations throughout the United States.