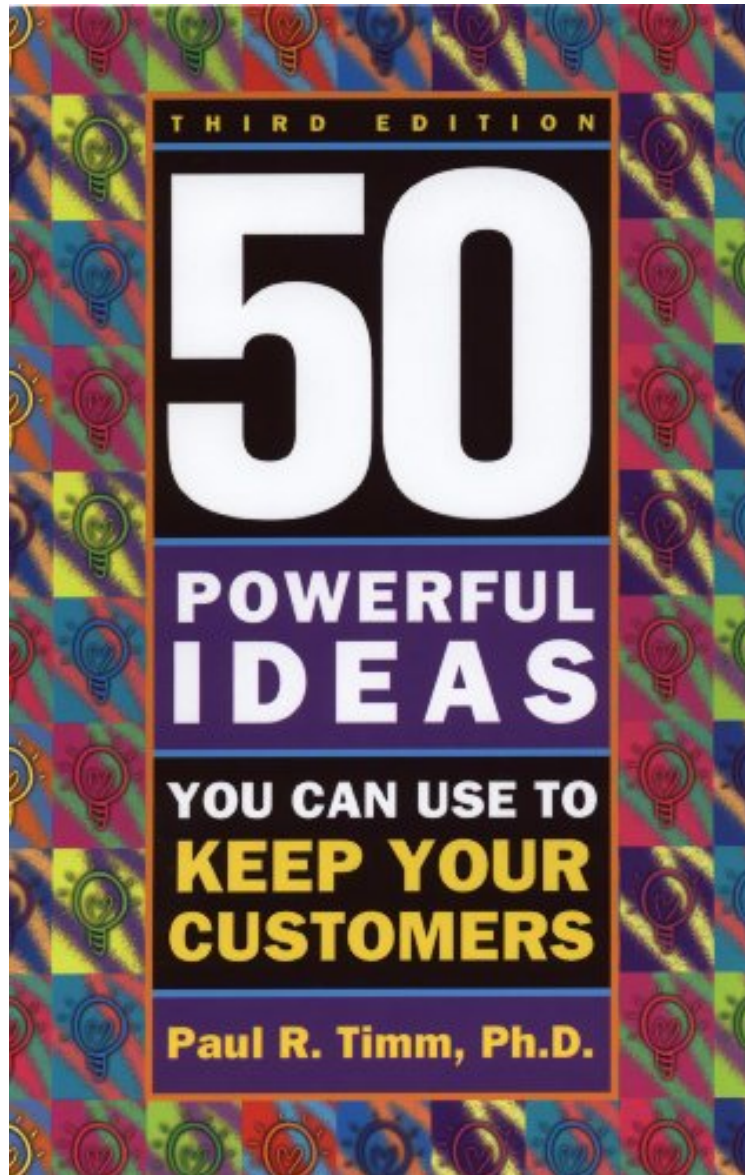


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50 Powerful Ideas You Can Use to Keep Your Customers

Paul R. Timm

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About the AuthorAn active author, Dr. Paul R. Timm has written dozens of articles and 31 books distributed worldwide by Prentice-Hall, South-Western College Publishing, Career Press, and Crisp Publications. His books have been translated into six languages and have been purchased in large quantities by companies such as ATT, Staples and others. Dr. Timm served as president and partner in two training companies. Under his leadership these companies conducted seminars reaching as many as 7000 people a month across the U.S., Canada, Australia and New Zealand. He now does selective independent training and consulting for organizations in the U.S. and Europe. He earned university degrees from the State University of New York at Buffalo (BA), Ohio University (Master's) and Florida State University (Ph.D. in Communication and Management). T