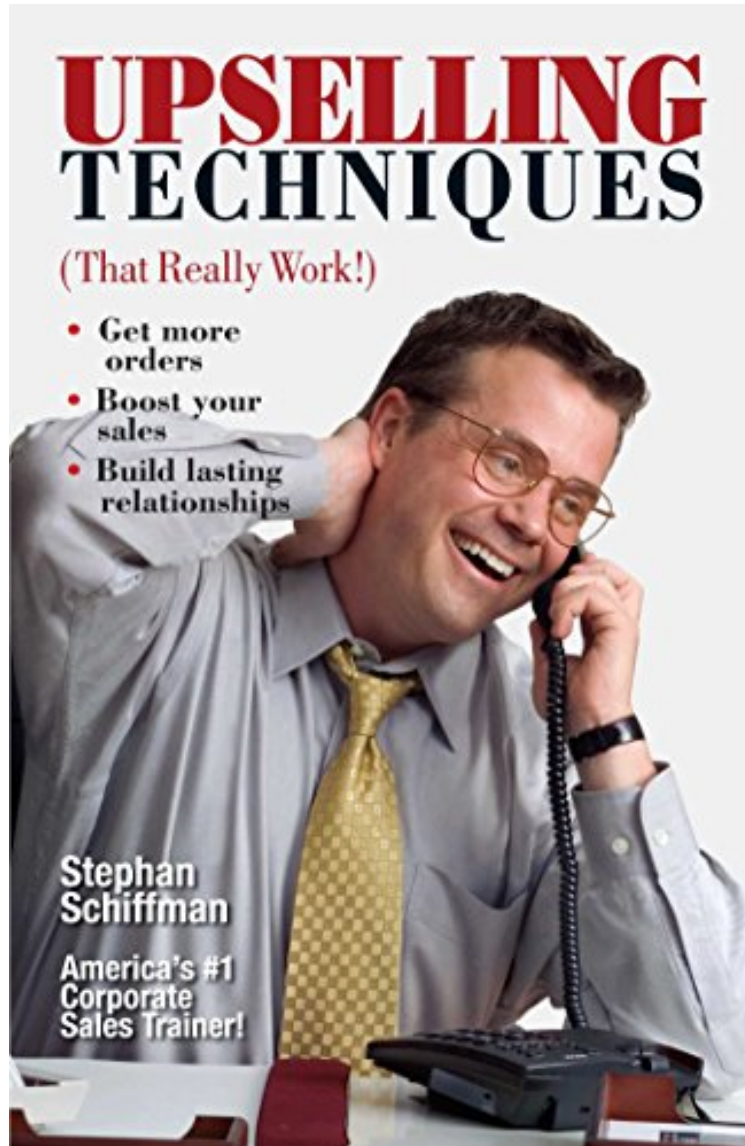


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About the Author Stephan Schiffman, America's #1 corporate sales trainer, is the author of dozens of bestselling books, including *Cold Calling Techniques (That Really Work!)*, 5th Edition; and *Closing Techniques (That Really Work!)*, 4th Edition. His clients include Aetna, ATT, Blue Cross/Blue Shield, Boise Office Solutions, ChevronTexaco, Cox Communications, EMC, Federal Express, IBM, Merrill Lynch, Motorola, The New York Times, Sony, and Waste Management. He lives in New York, NY.