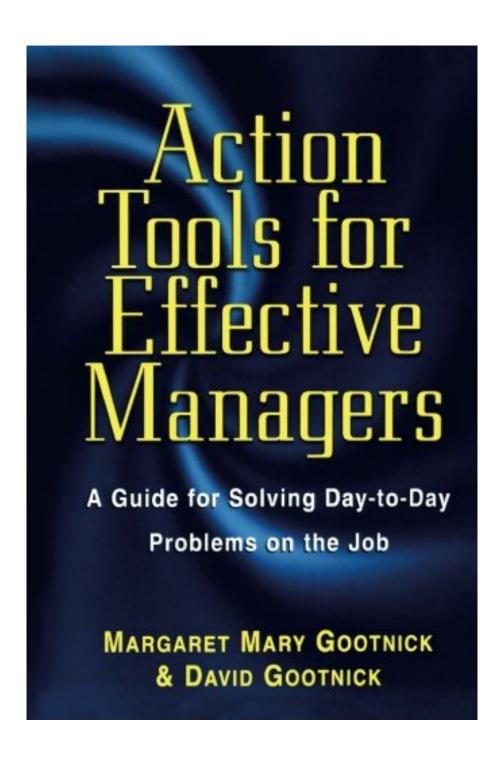


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### About the Author

Margaret Mary Gootnick is a principal with David Gootnick Associates, a management training and development firm. She has served on the faculties of NYU and Marymount College and has delivered seminars to numerous universities and Fortune 500 companies.

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