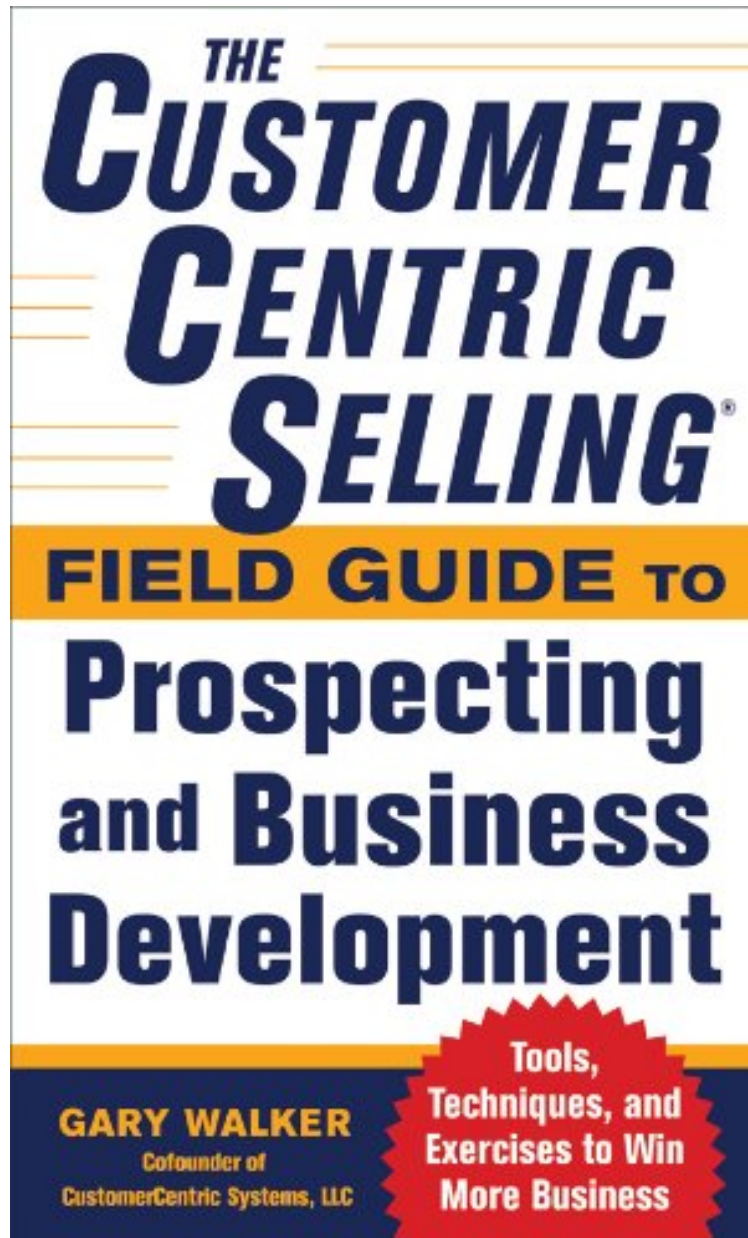


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About the AuthorGary Walker is a cofounder of CustomerCentric Systems, LLC, which *Training Magazine* routinely lists among its top 25 sales training companies.