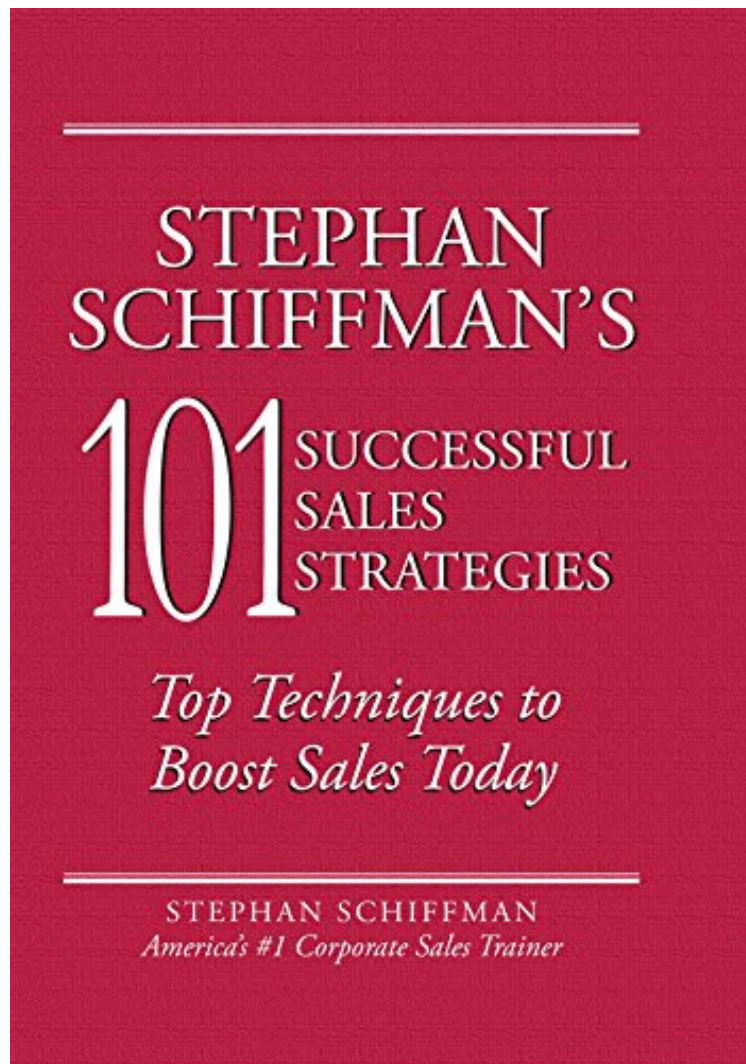


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About the Author Stephan Schiffman, America's #1 Corporate Sales Trainer, is the author of dozens of bestselling books, including Cold Calling Techniques, (That Really Work), 5th edition; and The 250 Sales Questions to Close the Deal. His clients include Aetna, ATT, Blue Cross/Blue Shield, Boise Office Solutions, Chevron/Texaco, Cox Communications, EMC, Federal Express, IBM, Merrill Lynch, Motorola, The New York Times, Sony, and Waste Management.