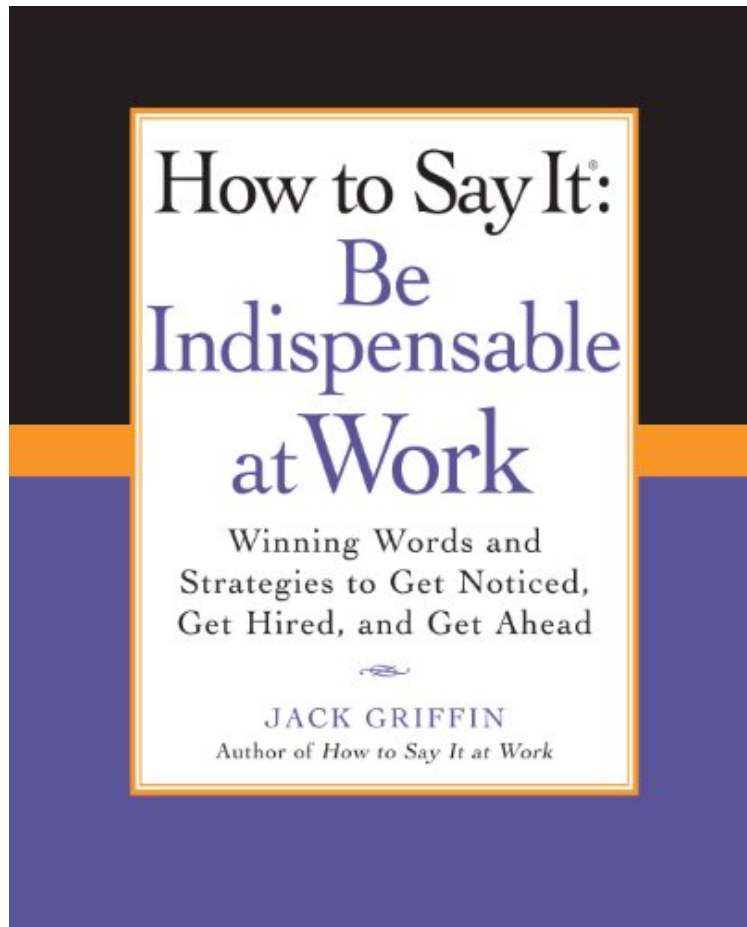


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About the Author Jack Griffin is the author of *How to Say It at Work* and *How to Say It for First-Time Managers*. He is a communications expert and consultant to small businesses, entrepreneurs, cultural institutions, and publishers.