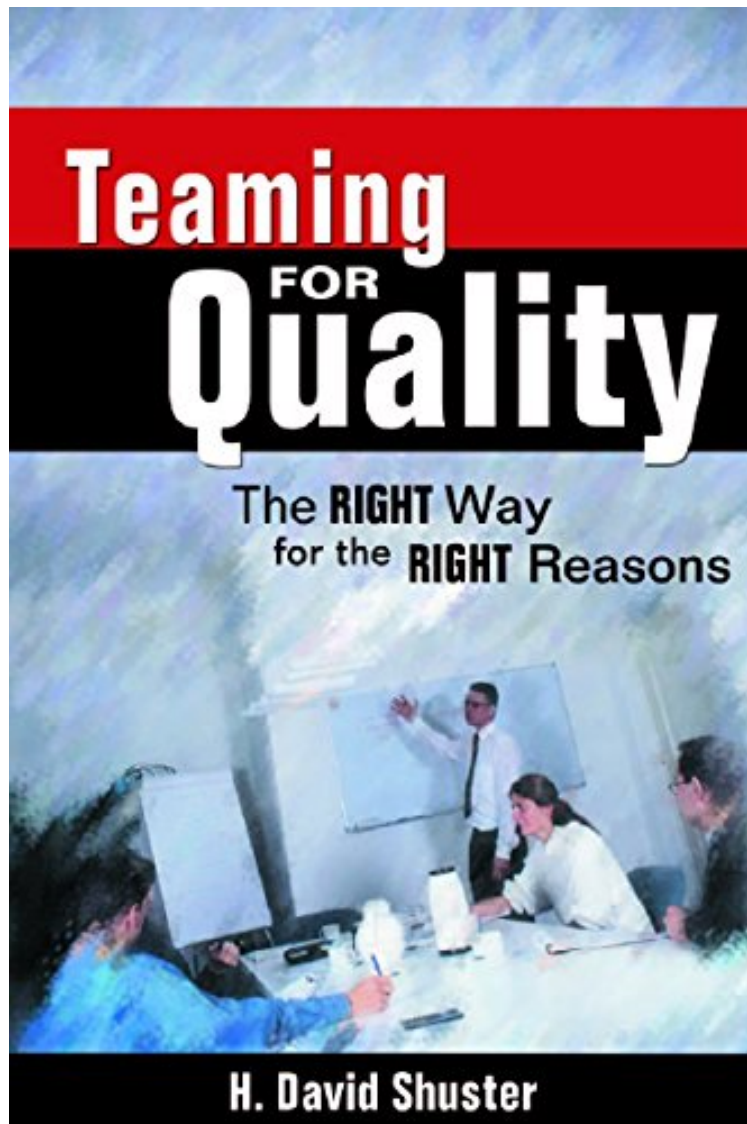


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About the AuthorH. David Shuster conducts project management, leadership, teaming, quality management and other workshops for the American Management Association and for his own clients.