



INTRODUCTION

Dr. Rick Brinkman has been in "public practice" since 1980, touring nationally and abroad performing keynotes and trainings in 16 countries.

He is the coauthor or author of 5 McGraw Hill books, including the international bestseller, *Dealing with People You Can't Stand: How to Bring out the Best in People at Their Worst* has sold over 2,000,000 copies and has been translated into 23 languages.

He also the coauthor of, *Dealing with Relatives, Bringing Out the Best in Family*, and, *Life by Design, Bringing Out the Best in Yourself*, and *Love Thy Customer*.

His clients have included: The Astronauts at NASA, LucasFilm, Sony Pictures, Adobe, Wells Fargo, Lloyds TSB bank and many others.

He has been a featured guest on CNN and is a frequent communication expert for publications such as the Wall Street Journal, NY Times, Oprah Magazine, and USA Today.

Let's give a warm welcome to Dr. Rick Brinkman