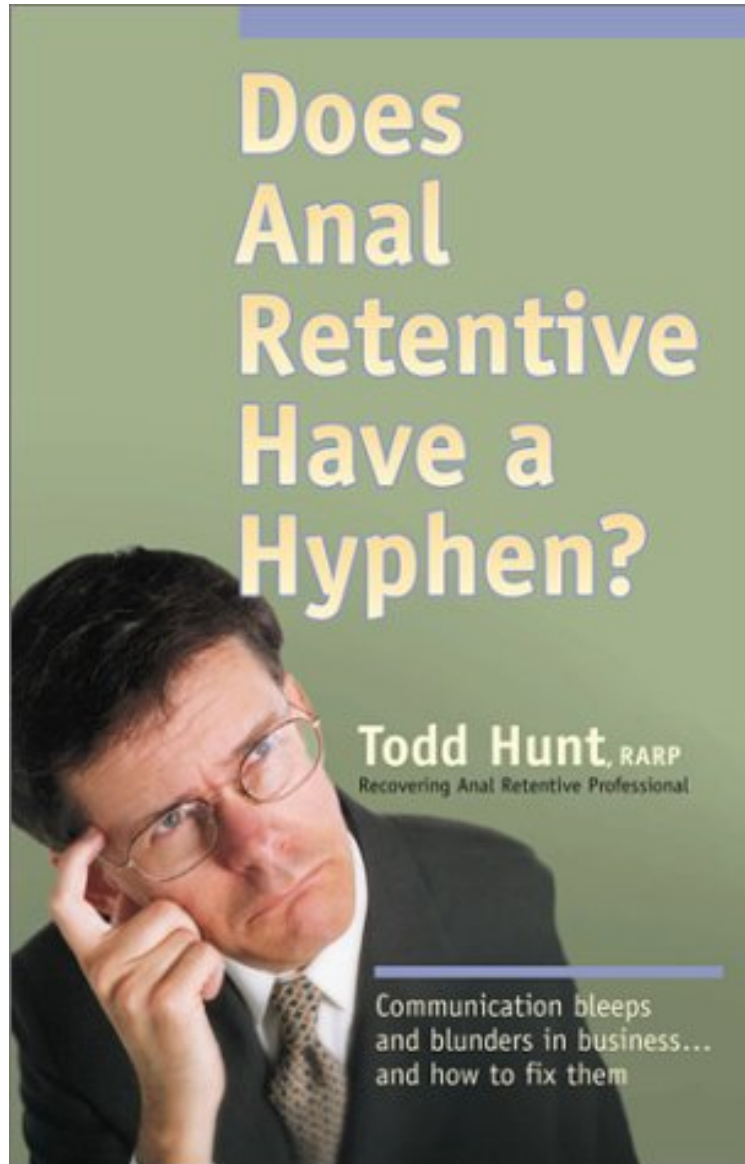


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True stories of hilarious communication screw-ups in business, and how to fix them. Banish such bleeps and blunders as: -- Wasting 240 hours each year on voice mail -- Abusing Miss Reiser's eight problem words -- Spreading the "S"

disease -- Forgetting where your listener is coming from Based on Todd Hunt's most requested keynote, "Communication Bleeps and Blunders in Business." Funny stuff!

About the Author Todd Hunt is a Recovering Anal Retentive Professional (RARP) who finally learned to lighten up. Now he's a nationally recognized author and speaker, who tells funny stories about sales, customer service, leadership, change and communication bleeps and blunders in business. His other books include "Pardon Me, But That's a Really Stupid Sign!" Excerpt. Reprinted by permission. All rights reserved. Extensive research reveals the five hottest topics in business today: 1. Sales 2. Customer Service 3. Leadership 4. Change 5. Poetry in the Workplace When I started out as a speaker I thought I needed a separate speech for every one of those topics. (OK, maybe not poetry in the workplace.) And since I'm so anal retentive, I researched like crazy. Read every book I could find. Surfed the Web. Made color-coded file folders for each topic. Then one day it hit me. Sales, customer service, leadership, change (even poetry in the workplace) -- they all boil down to one thing: Communication. The biggest problem in business today. Because we all screw it up! This book shows how to fix those screw-ups. And how to communicate better with customers, employees and suppliers to become more successful, make more money and get a better life. Sounds pretty good, doesn't it!