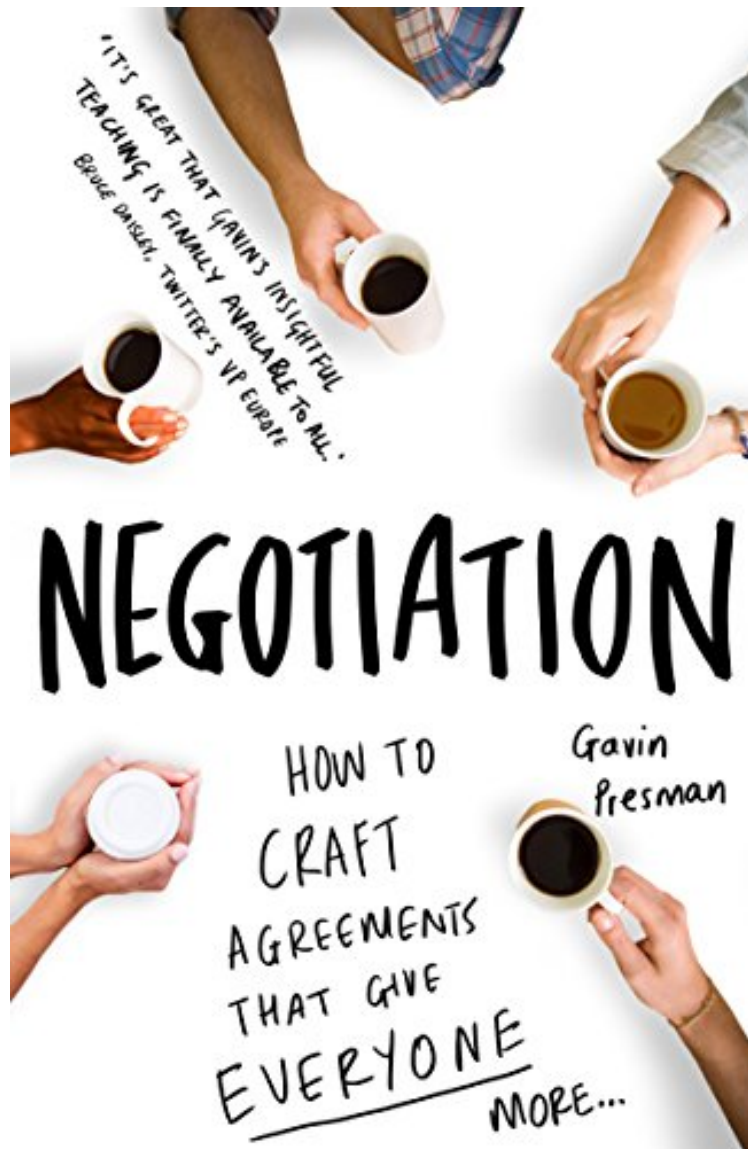


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About the AuthorGavin Presman delivers negotiation and influence training around the world with his company, Inspire. He is a master practitioner of NLP, the European lead trainer for Microsoft's Catalyst program, and the chair of governors at Eden Primary, a free school he helped found. He lives in London.