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**Michael A. Crom**  
**Executive Vice President**  
**Dale Carnegie Training**

As Executive Vice President for Dale Carnegie Training, Michael Crom is responsible for Global Support Services, and is involved in the development of strategic planning for the company. Mr. Crom serves as a member of Dale Carnegie Training's board of directors.

Mr. Crom co-authored The Leader in You: How to Win Friends, Influence People and Succeed in a Changing World (Simon & Schuster). This leadership guide is the latest Dale Carnegie Training book to address succeeding in the global marketplace. Most recently, Michael Crom also co-authored The Sales Advantage, How to Get It, Keep It & Sell More than Ever (Simon & Schuster), a logical step-by-step guide to creating long-term customer relationships and help make those customers more successful—a key competitive advantage.

Since joining the company in 1978, Mr. Crom has served in virtually all corporate departments. He began as a shipping clerk and later became the department head of the Internal Supply Division. Mr. Crom also worked in sales, computer programming and in the department of instruction. He was Center Manager of both the Washington, D.C. and the San Diego Center operations. Under Mr. Crom's leadership, the San Diego Center of Excellence was the fastest growing Center for four consecutive years. In 1992, Mr. Crom became Vice President of the Dale Carnegie Centers of Excellence.

Mr. Crom is past Chairman of ACCET (Accrediting Council for Continuing Education & Training). ACCET is a national accrediting body recognized by the United States Department of Education. He currently serves as Chairman of LICCV (Long Island Citizens for Community Values).

A native of Alliance, NE, Mr. Crom received a B.A. degree in International Business from Lafayette College in Easton, PA. Upon graduation, Mr. Crom joined Connecticut General Life Insurance Company in Allentown, PA where he specialized in meeting insurance needs for small business owners.

Mr. Crom and his wife Nancy, live in Lloyd Harbor, Long Island, with their son and daughter.