

## ABOUT THE AUTHOR



Brian Smith — educator, corporate trainer and management consultant — has been in the “People Business” for over 40 years. For 27 of those years he was a general manager for one of Canada’s most successful and profitable retailers, and an award-winning entrepreneur.

In 1998, Brian founded *Brinley Consulting & Training Ltd.*, an Ottawa based firm, and has since worked with a number of individuals and organizations to help them improve their “bottom line” performance. He works with people who want to learn how to communicate and interact more effectively; and who want to discover how to get the best out of themselves and others. Brian is a Behaviourist by training and is a leading authority on soft-skills training and leadership development.

Brian Smith is a Certified ‘Train-the-Trainer’ and holds a Teaching Certificate. Residing in Ottawa, Ontario, Canada. Brian is a faculty member and professor at Algonquin College’s School of Business teaching Entrepreneurship, Skills for Success and Marketing. When not in the classroom, Brian is traveling throughout North America delivering keynote speeches and facilitating workshops to address the challenges team leaders, supervisors and managers will face in the 21<sup>st</sup> Century.

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