WRITTEN INTRODUCTION

INTRO

Adele Gambardella is a multi-talented entrepreneur and communications expert who a *Wall Street Journal* Editor said, “Is ***THE*** crisis communication expert to call.”

And, Chip Massey, is a former FBI Hostage Negotiator and Special Agent, who a Bloomberg BusinessWeek editor said, “Can talk any executive off the ledge in a corporate crisis.”

Adele and Chip are the authors of the book **Convince Me.**

Please welcome this award- and in-demand keynote speaking duo – Adele and Chip.

OUTRO

Okay - Thank you again, Adele and Chip.

Adele and Chip, thank you for all the fun, but most of all, thank you for challenging us with the fact that, no matter what challenges others are facing, we can be more empathic and convincing by practicing techniques -- like Forensic Listening -- we learned here today.

Everyone - be sure to check out Adele and Chip's book - it’s called Convince Me.

Let's hear it one more time for Adele and Chip!