

MAILBOX

RESPONSES sent to Mailbox are considered available for publication and may be edited for length and clarity. Please send comments to **Email:** mailbox@astd.org. Provide your name, organization, and location. Your email address will be published unless you request otherwise. **Mail:** T+D, 1640 King Street, Box 1443, Alexandria, VA 22313-2043 **Fax:** 703.683.9591 **Website:** www.astd.org **Contact the Staff:** Our email addresses are the first initial of the first name followed by the last name and @astd.org.

Contributors' Guidelines: Visit www.astd.org, click on T+D Magazine. **Submissions:** Send to submissions@astd.org. **For made-to-order or electronic reprints:** Betsy White, The Reprint Department, 800.259.0470 (bulk) or Advanced Information Consultants, 800.929.3789 (single copies)

For permission to photocopy: Copyright Clearance Center, 978.750.8400, www.copyright.com **Request back issues:** ASTD's Customer Care Center, 800.NAT.ASTD **Questions about your subscription?** Contact 800.NAT.ASTD or subscriberservice@astd.org.

Dear David

David Zahn's column, Diary of a Consultant, has generated a crop of letters identifying with him and asking for advice. Here are some excerpts:

I recently read your [column] and was inspired and felt your pain concerning your new startup venture. I, too, have started my own consulting business and have struggled with some of the same issues.

*Tanya Goodwin-Maslach
Linking Visions Consulting
Kaneohe, Hawaii
tgmaslach@earthlink.net*

I just wanted to drop you a line to say I enjoy the excerpts from your diary. It really [makes] me laugh, as I'm in the process of starting my own company as well. I can relate to all the things that you went through, from the soul searching to lining up the lawyer to working 16-hour days and wondering if I'm slacking.

I checked out your Website, and it [looks] like you guys are doing well. Best of luck and continued success!

*C.Keith Cox
Tirawa Consulting
Medina, Ohio
keith.cox@tirawaconsulting.com*

I just read your article in *T+D*. Congratulations on your success! I am in al-

most the same position you were in a year ago: I am contemplating going out on my own. I can't wait to read the next installment.

Name withheld by request

I read your article with great anticipation and excitement. I can't wait for future issues. Your written words play over and over in my head.

*Larry Nardolillo
KPMG
Washington, D.C.
Lnardolillo@kpmg.com*

Point/Counterpoint

What were you thinking when you published "Mastering the Business Meal" (March)? Avoid talking with your mouth full? Avoid messy foods? Steer clear of profanity? Is that the level of advice that your readership requires? Didn't we learn that somewhere prior to accepting a diploma or a job?

How about more editorial discretion and fewer space fillers? In an age of litigation, global competition, ethical quandaries, and economic turbulence, I think the training community is capable of more substantive stuff than "Before you get up from the table say, 'Please excuse me for a moment.' "

*Alan Weiss
Summit Consulting Group
East Greenwich, Rhode Island
ferrarif355@home.com*

Thank you for the article "Mastering the Business Meal." I discovered some helpful tips on how to prepare for a business meal with potential clients. Of particular help was the suggestion to make payment arrangements before being seated. What a wonderful idea! It does away with the awkward silences when the bill is presented.

Keep up the excellent work.

*Ronn Keyes
Center for Human
Services
Sedalia, Missouri
rkeyes@chs-mo.org*

Correction

In March's Clip & Save, the key contained an inaccurate scale. The scale should read as follows:

- 1-40 You need to take immediate action to improve your skills, performance, and results. Consult your manager and other resources available to you.
- 41-82 Develop action plans to be implemented in two weeks—this will get you on track for getting to the next level.
- 83-125 You are performing well as a leader. You may need specific action plans in pinpointed areas to optimize your (or your team's) performance.