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This courseware product was a collaborative effort.

- The presentation outline and content for this course was developed by Sharif Ahmed and David Silverberg.
- The diagrams, examples, and training aids were generated by Sharif Ahmed and David Silverberg.
- The workshops were developed by Sharif Ahmed and David Silverberg.
- The content of this instructor-led course was reviewed by Jonathan Clarke and David Shapiro.

SYS-ED is always looking to improve the quality of its course handouts. Issues regarding the content need to be forwarded in writing (preferably by e-mail to [support@syped.com](mailto:support@syped.com)) inclusive of the chapter/appendix and page in the form of chapter x; page y. Comments regarding examples and workshop exercises need to reference the chapter and page of the course workbook and the behavioral objective.