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The author postulates that if you properly prepare for a cold call (excuse me, "Smart Call") then you will eliminate fear, failure and rejection. That is not entirely true. You can prepare well for a

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public speech but that doesn't necessarily remove any physiological manifestations of fear of public speaking.

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His mission is to eliminate the fear, failure and rejection from cold calling. Since 1983 he's built his reputation by providing common-sense, non-gimmicky, non-salesy methods for how to use the phone to prospect, persuade

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and sell. He is the author of a classic book in the field called Smart Calling, now in its third edition.

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**Smart Calling™**

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also one of the most dreaded--for the salesperson and the recipient.

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