

# Craig Harrison's



*Inspiring Stellar Sales and Service Leadership*

*"I was so pleased to hear Craig's presentation.*

*"I travel the world and hear so many speakers who precede me. There was no 'cringe factor' with Craig.*

*"I agreed with his advice, his sentiment and his insights.*

*"Thank you, Craig!"*

**RICHARD N. BOLLES  
AUTHOR**

**WHAT COLOR IS YOUR  
PARACHUTE?**

**You need more confident sales and service professionals, more credible and confident communicators who speak, lead, sell and serve!**

**I** imagine an environment in which productivity soars, teamwork flourishes, absenteeism shrinks and mental health prevails! These are the quantifiable results of Craig Harrison's keynotes, training, consulting, coaching and facilitation for such diverse

organizations as UNITED AIRLINES, PFIZER, WILSON SPORTING GOODS, CHEVRON, KAISER PERMANENTE, KPMG and HILTON HOTELS.

Craig Harrison delivers better sales, better service, improved communication and energized workplaces.

Whether it's a Sales program on *Bypassing Gatekeepers to Close Decision Makers*, a Service program on *The Voice of Customer Service*, or a Workplace Communication program on *Teaming With Success — Teambuilding for Workgroups*, Craig delivers every time!



PROFESSIONAL MEMBER



Craig Harrison has been profiled in the *Wall Street Journal*, quoted by *Business Week*, *Selling Power*, *The Financial Times*, *Bottom Line*, *Benefits Selling* and the *Orange County Register*. He has been interviewed by *60 Minutes*, *BBC Radio* and *RTE Radio1*, and his articles have been published in the *San Francisco Chronicle*, *Support World*, *Professional Speaker*, *Toastmaster*, *Executive Excellence*, *Speaker*, *Customer Service Newsletter*, *Customer Communicator*, and numerous publications worldwide.

Craig brings a decade of high-tech and management experience, and extensive community and non-profit savvy to you. Well traveled and well spoken, Craig helps your professionals adeptly express their excellence.

**CLIENTS INCLUDE**

- AT&T
- California Soc. of Account Executives
- CompUSA
- General Services Admin. (GSA)
- Go Green Initiative Association
- Habitat for Humanity
- Hitachi America
- IKON Office Solutions
- KPMG
- Meeting Professionals International
- National Assoc. of Catering Executives
- Nat'l Association of Prof. Organizers
- Nolo Press
- San Jose (CA) Unified School Dist.
- Society of Gov't Meeting Professionals
- Staples
- United Airlines
- University of California at Santa Cruz, SF and Davis
- US Army



## When you hire Craig Harrison ... What's in the package

**Y**ou get a consummate professional who arrives early, leaves late and is your partner throughout your event.

Craig delivers inspirational and humorous key-notes and content-laden training, facilitates retreats and meetings and emcees myriad special events. He uses humor, interactivity, storytelling and instructive role-plays to transform passive recipients of information into active participants in their own learning and growth. Success is experienced on the spot, and engrained for lasting impact.

**CRAIG'S SALES PROGRAMS**

- Your Sixteen Second Success: The Elevator Speech
- Take the Chill Out of Cold Calls
- Sales Through Storytelling: Story Tell, Story Sell
- Bypassing Gatekeepers to Close Decision Makers

**CRAIG'S SERVICE PROGRAMS - VISIT [WWW.VOICEOFCUSTOMERSERVICE.COM](http://WWW.VOICEOFCUSTOMERSERVICE.COM)**

- The Voice of Customer Service — Phone Support for CSRs & TSRs
- Turn Customer Service Inside Out (Internal Customer Service)
- Dealing With Difficult Questions and Questioners
- Expressions of Excellence — The Case for Quality

**CRAIG'S WORKPLACE COMMUNICATION PROGRAMS**

- Improve your Workplace Communication Quotient
- Jest Practices: Humor in the Workplace
- Teaming With Success — Teambuilding for Workgroups
- Orchestrating Your Leadership
- Listening — The Forgotten Communication Skill
- Managing Meeting Monsters — Effective Meeting Management

**DETAILS ON THESE PROGRAMS AT [WWW.EXPRESSIONSOFEXCELLENCE.COM](http://WWW.EXPRESSIONSOFEXCELLENCE.COM)**

*"In today's corporate environment where employees are seeking leaders with both vision and integrity, Craig models the way. A speaker with heart, Craig shows sincere respect for the needs of his audience."*

**MARCIA M. GRIFFIN, VICE PRESIDENT, BANKAMERICA'S SPEAKING NETWORKS**

*"I was a bit nervous to entertain a representative from the White House at our event, and I was grateful to have you by my side throughout the planning phase, as well as on the day of the event. Your willingness to meet with me multiple times before the engagement made me absolutely certain that the event would go well. You established a wonderful rapport with the audience, and made a large banquet hall full of people feel relaxed.*

*I received tremendously positive feedback that the evening was enjoyable and memorable."*

**JILL BUCK, FOUNDER/EXECUTIVE DIRECTOR GO GREEN INITIATIVE ASSOCIATION**

*"... (A) powerful and exciting presentation. 'Teaming With Success' was received extremely well by our group. Your humor was entertaining and refreshing. Your style of communication was unique and inspiring.*

*Everyone left the meeting thinking how they will do things differently and more professionally."*

**WILSON J. CURTIS, CUSTOMER SERVICE MANAGER, WILSON SPORTING GOODS**

*"We're always looking for ways in which we can improve customer service and conflict resolution skills. I found your 'United We Fly' session to be very eventful. I especially enjoyed your 'orchestra' activity. It was very original, and really hit home. Thanks, Craig."*

**BARB HITZEROTH, SENIOR STAFF COORDINATOR - SYSTEMS TRAINING, RESERVATIONS PLANNING, WORLD HEADQUARTERS, UNITED AIRLINES**