

Craig Harrison's Most Popular Communication Presentations



• Speaker • Trainer
• Consultant



Develop Your Workplace Communication Quotient (CQ)!

Enhance your credibility in the workplace through more confident and credible communication. Make honesty your policy, learn how to give and receive constructive criticism, learn to turn rejection into redirection, manage upwards and enhance your reputation in the workplace.

**3151 Eton
Avenue
Suite 102
Berkeley, CA
94705
USA**

**Direct:
(510) 547-0664**

**FAX:
(888) 450-0664**

**Craig@
ExpressionsOf
Excellence.com**

**www.
ExpressionsOf
Excellence.com**



Listening — The Forgotten Communication Skill

Miscommunication as a result of poor listening skills costs millions of dollars, countless hours of wasted time. Have we gotten your attention yet? Learn about listening vs. hearing, uncover the meta-message in communications and learn how gender and other variables alter listening skills. Learn to become a powerful listener.



**Past President
International
Customer Service
Association
for the SF Bay Area
&
Silicon Valley**



Mastering E-Mail Communication

Learn to send effective, service-oriented E-mails. Learn its advantages and disadvantages, strengths and weaknesses. Develop your checklist for when you should (and shouldn't) use E-Mail, learn the best use of subject lines, signature lines, white space, CC and BCC, and actually edit real life e-mails for readability and simplicity!



**Past
President
National
Speakers
Association,
Northern California
Chapter**



Effective Meeting Management Avoid An All-Meet Diet

Whether you're leading, facilitating or just suffering from meetings, this presentation teaches you everything you need to know to plan, stage and recover from meetings, be they weekly, board or the shareholder variety. Addresses agendas, rules of order, addressing challenges, and how to manage meeting monsters!