



EXPRESSIONS OF EXCELLENCE!



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About Your Presenter



CRAIG HARRISON has been profiled in *The Wall Street Journal*, interviewed by 60 MINUTES, fielded questions on K-101 FM and his columns run regularly in the *San Francisco Examiner* and *Chronicle*.

Craig's articles on Customer Service and Communication have appeared in the *California Job Journal*, *Customer Service Newsletter*, *The Professional Caterer*, *City News* and *The Toastmaster Magazine*, and his "Sixteen Seconds to Success" Elevator Speech booklet was touted by Leah Garchik in the *San Francisco Chronicle*. He is even an online expert for MATCH.COM, THE MOTIVATIONAL MINUTE and CLOUDWISE.COM. Now you've heard him speak!

Craig combines humor, wisdom and practical sense to help you communicate with confidence and clarity. Let him help you experience the sweet taste of success.

Background

As a manager, consultant, publisher and curriculum developer in Silicon Valley Craig developed his digital finesse, helping the technical world train and communicate more effectively. His work with a database company, publishing houses and a consulting firm also helped Craig develop his strong customer service orientation.

As a director of communications with the non-profit PROS FOR KIDS, Craig coached with Olympians and Hall of Fame athletes, helping young people enhance their self esteem, become confident communicators and recognize the importance of healthy living.

As a youth basketball coach Craig has led teams domestically and internationally for non-profit organizations such as SPORTS FOR UNDERSTANDING and MACCABI YOUTH SPORTS PROGRAMS, and educational institutions such as Oakland's HEAD-ROYCE & COLLEGE PREPARATORY HIGH SCHOOLS.

- Keynotes
- Break-Outs
- Workshops
- Retreats
- Training Courses

Dynamic presentations covering a variety of performance topics:

Communication	Customer Service	Leadership
Humor in the Workplace	Team building	Excellence

"The skilled and confident communicator
opens doors, builds new relationships,
serves others effectively and enhances one's own leadership."

—*Craig Harrison*

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Expressions of Excellence?



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Whose Definition?

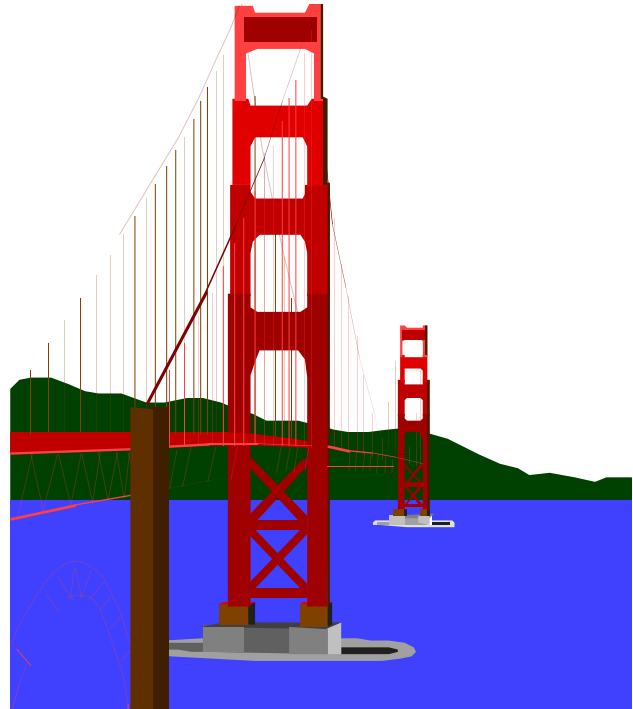
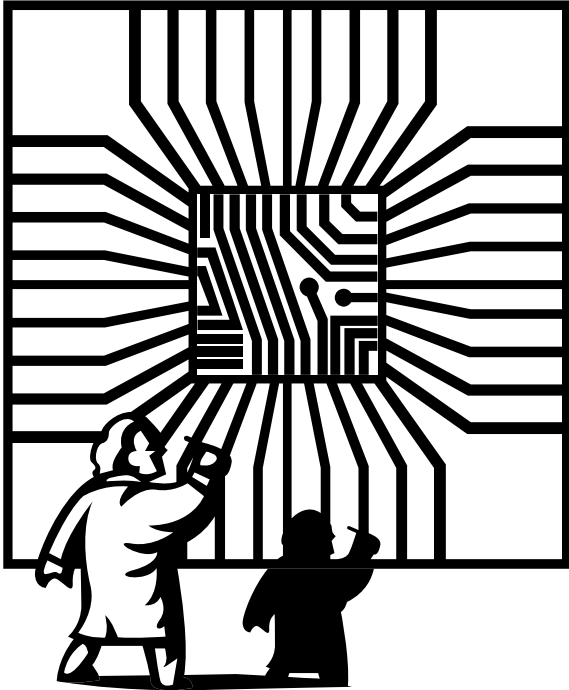


Excellleeeeeent



Waaaaay!

Expressions of Excellence!



Expressions of Excellence!

1. Expression of You:

Your Creativity, Artistry,
Mastery, Attention to Detail, Design or
Implementation

2. Inspires Others

Thus it contains a *Leadership component*, whether setting a standard or raising the bar

3. Honors, Heals or Beautifies the World

In large or small ways.

Expressions of Excellence!

Thoughts on Excellence

We are what we repeatedly do.
Excellence, then, is not an act,
but a habit.

— *Aristotle*

Don't be afraid to give your best
to what seemingly are small jobs.

Every time you conquer one
it makes you that much stronger.

If you do the little jobs well,
the big ones tend to take care of themselves.

— *Dale Carnegie*

It's a funny thing about life;
if you refuse to accept anything
but the best, you very often get it.

— *W. Somerset Maugham*

Expressions of Excellence!

MORE Thoughts on Excellence

Quality is never an accident...
it represents the wise choice
of many alternatives.

— *Willa A. Foster*

If a man is called to be a streetsweeper,
he should sweep streets
even as Michelangelo painted,
or Beethoven played music,
or Shakespeare wrote poetry.
He should sweep streets so well
that all the hosts of heaven and earth
will pause to say,
here lived a great streetsweeper
who did his job well.

— *Martin Luther King, Jr.*

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