



**Craig Harrison's
1-Day Course
Sat., April 21**



Leading/Facilitating Productive Meetings

#2573-024 804.7 BUSAD; HRCI—PHR, SPHR & GPHR general recertification credit

Learn to plan and stage meetings and generate results, whether as a leader, facilitator or meeting participant. Participants design and present ice-breakers, problem solve real life meeting challenges, and learn professional meeting phraseology in this interactive and fun course addressing in person, telepresence and web meetings.

Including:

- ▶ Room setup
- ▶ Parking and guest lists
- ▶ Parliamentary procedure
- ▶ Building-in accountability
- ▶ Evaluating your meeting
- ▶ Agendas and ground rules
- ▶ Managing meeting monsters
- ▶ Gender and cultural issues
- ▶ Online meeting tips
- ▶ Meeting alternatives

This is an active workshop with multiple exercises and supporting materials appropriate for managers, supervisors, project managers, administrators or anyone who has to lead or participate in meetings.

**Saturday
Apr.
21**

INSTRUCTOR CRAIG HARRISON, B.A. in Sociology from the UNIVERSITY OF CALIFORNIA, SANTA CRUZ, is a professional speaker, corporate trainer and consultant who builds credible and confident communicators and stellar sales and service organizations. His clients include the US ARMY, DEPT. OF ENERGY, COMPUSA, HANTEL, SD FORUM, HP, KAISER, PFIZER, DEMANDTEC, AT&T, HILTON HOTELS, BANK OF AMERICA, PROJECT MANAGEMENT INSTITUTE, the AMERICAN SOCIETY FOR QUALITY, UNITED AIRLINES, HITACHI AMERICA, HEADSETS.COM and LNL.

Harrison is a past president of the National Speakers Association — Northern California Chapter and principal of EXPRESSIONS OF EXCELLENCE!™, a Bay Area training firm.

Visit www.ExpressionsOfExcellence.com more information on Mr. Harrison.

COST: \$ 385.00 (10% discount if registered before April 7th)

Sat, April 21, 9 am—5 pm, UCSC Extension of Silicon Valley,
2505 Augustine Dr., # 100, **Santa Clara** CA 95054 (408) 861-3700

Read more about this course and register on UCSC-X's site here:

<http://bit.ly/meetings-ucscx>

