

## ***Mike Hourigan Introduction***

*(Introducer: Please make any announcements first.*

*Then read this word-for-word.*

*This prepares the audience for Mike's opening. Thank you!)*

As the waves of change propel us through the twenty-first century, people are becoming more demanding and less accepting. Sometimes it's easier to throw up our hands and give in, or worse, to give up and let the process pull us to the bottom. We may think it's easier to blame the system, the people, or the situation, rather than looking at our alternatives and ourselves.

That's why **Riding the Waves Without Getting Wet** plays a vital role in getting better results for all of us.

A recognized expert in this area, our speaker earned his wings in management positions with Cargill Incorporated and Olympus Corporation. He delivers over a hundred presentations a year to organizations and associations. He also delivers results. After implementing his strategies, one of his clients had customer complaints decreased by 55%!

Today, as a speaker and workplace commentator, he shares his expertise across the U.S. Some of his clients include: Marriott International, Blue Cross Blue Shield, Coldwell Banker, Dun and Bradstreet, Drexel Heritage, Eastman Kodak, GlaxoSmithKline, the U.S. Army and the U.S. Department of Health and Human Services.

He's with us today to share his ideas on **Riding the Waves Without Getting Wet**. Please help me welcome, from the fastest growing city in North Carolina, **Huntersville**, the president of Hourigan and Associates, **Mike Hourigan**.

(Introducer: Please lead the applause. Thank you.)