

Keynote Speaker



SMASH THROUGH

DETAILS - INSPIRATION - RESULTS

There's a right of way of doing things, and a wrong way. The race that catapulted the American swim team led by Michael Phelps to victory in the 2008 Beijing Olympics was executed the right way. This story unfolds in a most compelling way in Malcolm's book **Smash the Competition - the right way.**



BRINK THINKER • AUTHOR • SPEAKER • TALK SHOW HOST

A motivated team with attention to detail is the winning combination for great customer satisfaction. Providing great customer service before, during and after the sale is the hallmark of any leading organization today.

A Keynote that delivers on substance:

1. Bring your team together and learn how to implement a Gold Medal Service program in your business
2. Get everyone in your organization to execute the details every single time
3. Make the right decisions when it matters most



Malcolm[®]
OUT LOUD

His style strikes nerves, enlightens, motivates and captivates audiences of all kinds. In addition to his business acumen, Malcolm energizes and inspires to perform at your best.

Malcolm Out Loud draws from his 30+ years of experience in the business world to build his personal guiding principles. Malcolm follows this simple rule he set for himself many years ago: If It Ain't Broke, Break It!

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