

# Biography



## Victoria Halsey, PhD Speaker, Author, Consultant, Trainer

Dr. Victoria Halsey is a spirited, inspirational speaker, author and trainer who energizes audiences worldwide by engaging their hearts well as their minds.

With the same skill and finesse that made her a National Champion platform diver, Vicki dives in quickly and deeply with her clients to identify and address their needs, aspirations and visions. Her lively, animated presentations feature entertaining and humorous anecdotes that allow people to relax and laugh while learning—a key factor in creating highly-effective experiences. People leave Vicki's presentations with renewed conviction to utilize their talent to tackle key personal and organizational issues. Whether the audience is 50 or 5,000, Vicki's energy, intellect and passion inspire people to be in touch with and unleash their greatness.

Sought out globally as an instructional designer, Vicki creates a power-boost for the cutting-edge content of well-known management gurus such as Marcus Buckingham, Keith Ferrazzi, Bill George and Ken Blanchard by infusing their work with optimal learning practices and innovative training materials.

As Vice President of Applied Learning for the Ken Blanchard Companies, Vicki specializes in partnering with organizations to design, deliver and coach their people through interactive workshops, keynotes, webinars, podcasts and numerous other classroom and elearning experiences. *Fortune* 100 companies that include Nike, Toyota, Gap, Oracle, Proctor and Gamble, Merrill Lynch, Wells Fargo and many more, have benefited from her custom-designed leadership and customer service programs. She is the co-author of Blanchard's Legendary Customer Service Training as well their award winning blended elearning Situational Leadership® II program. In addition, Vicki also crafted the highly acclaimed MBA and MSEL university degree programs for both University of San Diego and Grand Canyon University.

Her newest book, *The Hamster Revolution: How to Manage Your Email Before It Manages You*, is another example of her drive to create practices that enable individuals to clarify expectations, improve communication, and focus on what is really important. The revolutionary email strategies contained in her book cut email time in half and improve the quality of the work environment by reducing stress and inspiring clarity.

### Testimonials:

*"I've had the privilege of sharing the stage with Vicki Halsey and from personal experience I can tell you that she is a dynamic communicator. As an expert thought leader Vicki's energy wins over audiences both large and small."*

—Marcus Buckingham,  
Speaker and Author of *Go Put Your Strengths to Work*

*"Vicki's enthusiasm is contagious and only surpassed by her insight. I truly believe that her unique ability to walk and talk with Giants and add real value is because she is one herself."*

—Keith Ferrazzi, Speaker and Author of *Never Eat Alone*

*"Regardless of which topic Vicki is presenting, from legendary guest services tips to development of an organizational vision/mission to providing tools for better managing resources, she has an amazing and impacting gift for impacting an audience in a deeply meaningful manner few ever get to experience. She is one of America's most energized speakers and is worth twice the price of admission."*

—Richard L. Andersen, CFE, Executive Vice President,  
San Diego Padres, General Manager, PETCO Park

*"You will love Vicki. Whether on TV, live or virtually, she instantly connects with you and will transform the way you think about life, leadership, email, or service."*

—Betsy Myers, Executive Director,  
Center for Public Leadership, Harvard University

### Vicki's Speaking and Consulting Topics include:

- The Hamster Revolution: Managing Your Email Before It Manages You*
- Delivering Legendary Service: Start a Story and Keep 'em Coming Back
- Leadership for Success—Creating Organizations That Thrive
- Building High Performing Teams®—No One of Us is as Smart as All of Us
- Creating Raving Fans®—A Revolutionary Approach to Customer Service
- Gung Ho!®—Turn on the People in Any Organization
- Creating a Competitive Advantage—Becoming a Learning Organization
- Maximizing Learning—Energize and Innovate Through Individual and Organizational Learning

## Client List:

ACS	Essilor	NuVision
Accredited Home Lenders	Exult	Oracle
ADP	Federal Reserve Bank	Pfizer
Aerotek	Gap	Pharmacia
American Express	Grand Canyon University	Proctor & Gamble
American Red Cross	Grand Casino	Red Cross
Amgen	Glaxo Smith Kline	Rogers Jewelers
Anthem	Invitrogen	San Diego Padres
Applied Materials	Intralase	San Francisco Giants
AstraZeneca	Jeppesen	SanofiAventis
Avnet	Johnson & Johnson	Shea Homes
Bank of America	JP Morgan Chase	Shwarz Pharmaceuticals
Bank of Oklahoma	Kaiser Permanente	Siemens
Biogen	Kohl's	Sony
Brown Forman	KPMG	Sprint
BMW	Lenscrafters	Sutter Health
Chick-Fil-A	Marriott	Taylor Made
CIBC	Mascoma Savings Bank	Texas Instruments
Comerica Bank	MasterMind/Korman Realty	TJX
Coffee Bean & Tea Leaf	Group	Toyota
Consolidated Edison	Medrad	Univest
Copley Newspapers	Merck	Wachovia
Covad Communications	Merrill Lynch	Washington Mutual
Dade Behring	Nasa	WD 40
Deloitte	NBA	Wells Fargo
Echo Star	Nike	Western National Group
Eli Lilly	Nissan	Whirlpool
Ethicon Endo-Surgery	Nokia	Williams
		WL Gore