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# MIKE HARRIS

Founding CEO of First Direct and Egg.com, former Chairman of Group Innovation at RBS

LONDON  
SPEAKER  
BUREAU

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## Topics

- Customer Service
- Leadership
- Management
- Technology

Mike Harris is co-founder and Executive Chairman of online identity experts Garlik, who develop software and services to help control and protect your personal information and identity online.

Mike has created three major consumer businesses: Egg plc, the UK's first online bank; Firstdirect, the world's first telephone banking operation; and Mercury Communications, the UK's second largest telecommunications operator. He turned each of these into £1 billion concerns Egg reached this figure in three years.

Mike is also chairman of innovation at the Royal Bank of Scotland and has been a regular speaker at mid-career MBA courses at the Sloan business School MIT since 1996.

He often speaks at public seminars and runs private workshops on leadership, innovation and entrepreneurship.

### Client feedback:-

Fantastic! Mike provides a great opportunity for leaders to get excited and inspired to challenge and improve their leadership qualities.

**James Tanner, HSBC Capital Market Sales**

An extraordinarily stimulating, creative and entertaining speaker.

**Henry Birdseye Weil, MIT Sloan School of Management**

Excellent! Mike always delivers valuable insights into today's key business issues.

**Bernard Harrop, American Express**

Mike takes me out of my comfort zone and helps me change the angle from which I view things **Ettienne Brandt, NTL**

Interesting and thought provoking. **Jo Partington, Marsh Europe SA**

Mike inspires you to open your mind and be prepared to think the unthinkable.

**Jonathon Sinclair, Boots Healthcare International**