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## **2020 Women Who Build Spotlight: Kathleen Cloud, M. Frank Higgins & Co., Inc.**

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Kathleen Cloud, President at M. Frank Higgins & Co., Inc.

How many years have you been in your current field? 8 years

What motivated you to step out on your own? There was a need in our family flooring business to put the processes in place to manage the growth of the company. I joined M. Frank Higgins 8 years ago, after a successful career teaching high school physics, to support this growth with my husband, Steve. Steve's encouragement for me to take the reins and help lead Higgins to the next level was instrumental in where we are today.

What is the best leadership advice you have ever received? Who was it from? The best leadership advice I have ever received was from Georg Capaul, a Swiss ski coach for the US Women's ski team many years ago. Georg, when speaking to a group of young ski racers at an event I organized, said there were three things to being successful and showing true leadership: Be on Time, Get the Job Done, No Excuses. I have used these in all aspects of my life, whether in sports, teaching or running a business.

What project, transaction, honor or accomplishment are you most proud of? I am very proud of organizing "Post NeoCon" flooring trade shows every summer for the past five years. These events, supported by our wonderful flooring vendors, gather together architects, designers, general contractors, and end users for an evening filled with education, interesting flooring solutions, and an abundance of networking and fun. Building relationships is the true key to success.

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