



Kate Nasser

The People Skills Coach™

Kate Nasser is...

- Smart & down-to-earth
- Entertaining & feisty
- High-energy & still realistic
- Adaptable across vertical industries

Your Business will...

- Spring teamwork to new levels & increase quality of output.
- Cause customers to rave about your service.
- Develop Change-Ability

Kate immediately captures the audience with her energy, humor and caring. The audience will be on a journey of change and growth and love every minute of it. Her favorite toy: a Slinky® which she often uses to illustrate the ultimate customer service, agile teamwork, and leading change.

To this mix, Kate adds loads of practical experience to cut through all the problems and highlight the simple solutions to any customer service, teamwork, and leadership challenge.

Kate also has a strong intuition – her *natural GPS* about people -- that she has used for 25+ years to spring them to greatness in service and teamwork.

Lastly Kate is a smart Phi Beta Kappa gal whose feisty, wise, down-to-earth, and funny ways are just wild and different enough to catapult every participant to growth, change, and success.

Kate's Top Three Keynotes:

GPS Your Brain to Succeed w/ All Personality Types

Have you found working with some people to be a strain, a pain, or just a stretch for you? In this humorous info-packed keynote, Kate Nasser spotlights the absurd mismatches and delivers the steps to adapting to every personality type for the ultimate customer service, agile teamwork, and success through diversity.

Delivering the Ultimate Customer Experience: *Simple Truths & Great Reviews*

Metrics don't create the ultimate customer experience. They measure the ultimate customer experience that you create! Book Kate Nasser for this activating session to accelerate your business to the heights of customer service experience for repeat business and maximum loyalty.

Leadership in Tough Times: *Be the Buoy of Inspiration & Balance!*

Leaders ask: How can we inspire maximum contribution in tough times of limited resources? Kate's advice: Be the buoy that keeps attitudes afloat and illustrates how to stay balanced when the waves of demands hit. Engage Kate Nasser for this keynote and she will take you from that inspiration to action!

Visit <http://KateNasser.com> view Kate's complete speaking topics and full descriptions. Kate always customizes her presentations to meet the needs of your business.

"Kate, your presentation, How to Hold Customers in the Palm of Your Hand, received a median score of 10 out of 10!"



“Your presentation, *How To Hold Customers In the Palm Of Your Hand*, received a median score of 10 out of 10! Comments from attendees included: Kate was the best - entertaining, energetic and informative.”

*Lisa Prendergast, Conference Coordinator
The Conference For Help Desk Professionals*

“You are second to none as a teacher. Your platform skills are riveting and dynamic. You have exceptional stage presence, know your subject inside-out, and use movement, peripherals, and stories that keep ‘lag’ away. Your knowledge comes from real-life experiences which add validity and frame the examples you use.”

*Marianne Lepre-Nolan,
Executive Workgroup Computing & Education, IBM Corporation*

“The material that you talked about in your Customer Awareness and the 4C’s™ of Customer Service class has had an immediate impact on our organization. I was extremely impressed with your animated style of portraying different customer service situations.

One main comment people made was they could relate to these situations because they have been in the same type of situation. We have decided to bring you back and teach this course on an annual basis. We feel that your course is an essential element to help us provide exceptional customer service in the future.”






*Kevin Karpinsky, AVP Customer Service
Wausau Financial Systems*

Partial Client List:

AAL • AIG • Amdahl/Fujitsu • Arent Fox Law Offices • Baker Hughes Incorporated • Basic American Foods • BBN • Corporation • Bristol-Myers Squibb • Catholic Charities – Hope House • Chemical Bank • Cleary Gottlieb • City Utilities of Springfield • Cognos, Inc. • Discover Card • Frederick County Government IIT • The GAP • GTE Service Corporation • Honeywell Inc. • Goldman Sachs & Co. • IBM Corporation • Jewelers Mutual Insurance • John Deere Inc. • Johnson & Johnson • Keller Labs • Koch Industries • Menasha Corporation • National Institutes of Health (NIH) • NIST • Pfizer Inc • Philips Medical • Port Authority of NY/NJ • Primavera Systems • Procter & Gamble • Programmed Solutions, Inc. • Progress Software, Inc. • The Purnell School • Sage Software • SAS Institute • Schering-Plough • Sedgwick James • State of Wisconsin Dept. of Workforce Dev. • Sullivan & Cromwell Law Offices • TimeWarner Inc. • ThomsonReuters • Thule Inc. • Wausau Financial Systems • Washington University School of Medicine • Wisconsin Public Service • US Veterans Administration • US West

Get to know Kate and stay connected to her for continued people skills growth!



-  [/KateNasser](#) #peopleskills chat
-  [/Kate-Nasser-The-People-Skills-Coach](#)
-  [Katenasser.com/articles/](#)
-  [/katenasser](#)
-  [/user/KateNasser](#)

BOOK Kate Nasser, The People Skills Coach™,
with a simple phone call:
Office: 908.595.1515 Cell: 908.256.4551 (USA Eastern Time)
or Email: info@katenasser.com Subject: Book Kate

