



Kate Nasser

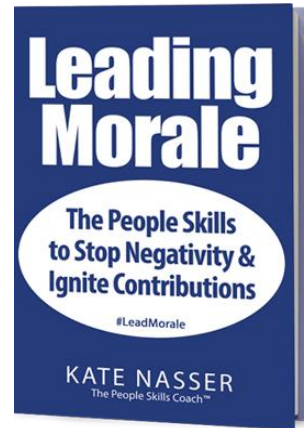
The People Skills Coach™

Kate Nasser is...

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

Your Business will...

- Create and sustain great employee morale
- Sprint teamwork to new heights & increase the quality of results
- Have customers raving about your service



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. Buckle up for a ride of inspiration and common sense "Ahas" as Kate re-awakens your commitment to leading morale, agile teamwork, irresistible customer service, and the resulting operational excellence.

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:

Lead Morale THIS Way to Ignite Contributions & Stop Negativity!

Leaders, imagine low morale and negativity -- not a pretty picture. Now picture consistently high morale, teamwork, and high performance. Great image, right? Well it doesn't happen by chance. Book Kate Nasser for this keynote to hear the essential steps to lead morale, ignite contributions, and stop negativity in its tracks. Why? Because if you're not leading morale, you're not leading anyone!

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.

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*

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



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BOOK Kate Nasser, The People Skills Coach™,
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or Email: info@katenasser.com Subject: Book Kate

