



The People-Skills Coach

Kate Nasser



Out of a million speakers, why choose Kate?

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 easy ways to connect with people AND to deliver platinum quality customer service and teamwork.

Kate also has a strong intuition – her *natural GPS* about people -- that she has used for 20 years to spring them to greatness.

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

Lastly Kate is a smart Phi Beta Kappa girl whose feisty, wise, down-to-earth, and funny ways are just wild and different enough to **catapult every participant** to the heights of *soft skills*, quality customer service, and teamwork.

MA Organizational Psychology, BS Mathematics

Kate's 5 Most Popular Keynotes

GPS Your Brain to Work with 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 platinum quality customer service and highly productive teamwork.

A Slinky® Inspired Team: *Change-Ability* in Action!

Catapult your business to success with great teamwork which you couldn't achieve with individual efforts. In this difficult time of radical change, teamwork depends on everyone's ability and commitment to quickly adapt. Kate Nasser calls this *change-ability*. When you are done reading the volumes written on teamwork and still wonder why your team is struggling, **bring Kate Nasser in to build *change-ability***. It is the secret to bridging the gaps that stifle most teams.

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 with every customer. The simple truths to getting great reviews in customer service.

Here's a hint: Throw away the script!

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

Video Footage:

<http://katenasser.com>
908.595.1515

Benefits of Booking Kate Nasser as Your Speaker

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

Benefits to the Business from Kate's Talks

- Spring teamwork to new levels & increase quality of output.
- Compel your customers to rave about your service.
- Develop Change-Ability: THE Skill for this difficult decade.

Kate Nasser
The People-Skills Coach
DBA: CAS, Inc.
131 Rehill Avenue
Somerville, NJ 08876 USA

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

Wk: 908.595.1515
Cell: 908.256.4551
Fax: 908.595.9530

GEN Y Rocks with New Age People-Skills

Reports say that GEN Y and today's teens cannot handle face to face contact. "RIDICULOUS!" Great people-skills are something you learn, practice, and perfect over time. This generation is as intelligent and capable as any. Engage Kate Nasser, The People-Skills Coach, for this funny and rockin' keynote on 21st century soft skills.

On the Road Again: *The Geography of Customer Service in this Diverse World*

In customer service, you now travel the world through your phone or computer. Customers are on that journey too. Are you and your customers on the same journey? Who adapts to whom? Well if you want their business, you adapt to the customers. Book Kate Nasser for this info-packed, humorous skill-building keynote to quickly ramp up your teams to adapt to the customers' cultural attitudes and norms.

<http://katenasser.com>



What Audiences Have Said About Kate's Talks

"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*

"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*

"I had amazing feedback on your session, so this is definitely something we will want to run again!"

*Sherri Faloon
Customer Service
Cognos Incorporated, Canada*

"**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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A Sample of Kate's Satisfied Customers

Arent Fox (Law)
Baker Hughes Incorporated
Cognos Incorporated
Discover Card
GTE Service Corporation
Goldman Sachs
IBM
John Deere
Johnson & Johnson
National Institutes of Health (NIH)
Pfizer
Philips Medical
Port Authority of NY/NJ
Procter & Gamble
Schering-Plough
SAS Institute
State of WI – Dept. of Workforce Development
Sullivan & Cromwell (Law)
The GAP
Thomson Reuters
Time Warner Inc
Wausau Financial

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