


**KATHLEEN KRENTZ**

**Senior Talent Development Specialist, Facilitator, and Consultant**

<p><b>Brief Biography</b></p> 	<p>Kathleen's leadership career began in financial services, where she led progressively larger business units and information technology projects at the company now known as Target, before moving to Bank of America. There, she headed consumer credit acquisition operations, responsible for integrating policy, data systems, and customer care to meet and exceed the bank's financial and operating goals. As a business leader, Kathleen was certified by Achieve-Global and led training workshops throughout the companies she served.</p> <p>Upon leaving Bank of America, Kathleen began her own training and consulting practice, focusing on practical leadership development and customer care skills. For over fifteen years, Kathleen has worked with Employers Group clients, facilitating training, strategic business planning, and coaching. In addition to being qualified in California as a sexual harassment prevention trainer, Kathleen has both DDI and DiSC certifications, as well.</p>		
<p><b>Education</b></p>	<p>Candidate, Ph.D., History, University of California, Berkeley  M.A., History, California State University, summa cum laude  B.A., History, California State University  California State Community College Lifetime Instructor Credential  California Sexual Harassment Prevention Certification  Development Dimensions International (DDI) Facilitator Certification  DiSC-Certified Trainer</p>		
<p><b>Industries Served</b></p>	<p>Information technology, biotechnology, healthcare, manufacturing, publishing, financial services, transportation, retailing, public radio, animal welfare</p>		
<p><b>Program Design / Training Delivery</b></p>	<p>Leadership  Communication  Conflict Resolution  Engagement  Innovation  Goal setting  Performance Management  Business Planning</p>	<p>Decision Making  Supervisory Law  Harassment Prevention  Leading Change  Coaching and Feedback  Team Leadership  Team Development  Meeting Facilitation</p>	<p>Problem Solving  Diversity  Delegation  Ethics and Values  Motivation  Working with Others  Customer Care  Interviewing</p>
<p><b>Professional Development and Activities</b></p>	<p>American Society for Training and Development  Northern California Human Resources Association</p>		
<p><b>Delivery Style</b></p>	<p>Interactive and engaging facilitation</p>		

<p><b>What Clients Have Said about Kathleen</b></p>	<p>“Kathleen has a depth of experience that she brings to the classroom [with] very good suggestions born of a lot of experience.”  - <i>Anonymous Participant, Lonely Planet Publications</i></p> <p>“You assisted our company not only in business management, but also in business development. I was able to identify and apply the missing communication links within our staff and present to our staff our short- and long-term goals.”  - <i>Jaime Martinez, Founder, Tekleap</i></p> <p>Our managers have given feedback that you delivered what they perceived as “boring material” in an interesting and memorable way. To this day, I get employee relations questions from our managers who often reference things they learned in your class. Your understanding of our business and the language we use helped to bridge the gap between the law and The Body Shop. Thanks again.  - <i>Al Kong, Director of Human Resources, The Body Shop</i></p>
<p><b>AB 1825: Statement of Compliance</b></p>	<p>Kathleen has over 20 years of supervisory law training experience and for the past six years, she has provided harassment prevention training for Employers Group. In addition to this specific expertise in human resources, Kathleen has held officer-level leadership positions and has dealt directly and successfully with harassment and discrimination issues. Through this experience, along with an engaging facilitation style, Kathleen is able to deliver interactive and effective learning experiences for everyone from front-line employees to C-level executives. Participants will gain an understanding of how harassment negatively impacts working relationships and organizational achievement, as well as personal lives.</p> <p>In addition, as a value-added feature to Kathleen’s delivery, Employer’s Group helpline consultants with juris doctorates are available to answer any more complex compliance-related questions that trainees or HR professionals may pose in the session.</p>