

NAOMI KARTEN

Speaker, Consultant, Author

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I work with organizations that want to improve customer satisfaction and with groups that want to work together more amicably. My services include seminars, presentations, consulting, and coaching. I have given seminars and presentations to *more than 100,000 people* in the US, Canada, and Europe, as well as Japan and Hong Kong. I've published several books, handbooks and guides, and more than 300 articles. Readers have described my newsletter, PERCEPTIONS & REALITIES, as lively, informative and a breath of fresh air. Prior to forming my business in 1984, I earned a B.A. and an M.A. in psychology and gained extensive corporate experience in technical and management positions.



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SEMINAR TOPICS

- Managing Customer Expectations
 - Establishing Successful Service Level Agreements
 - Introducing, Managing and Coping with Change
 - Introverts and Extroverts in the Workplace
 - Communication Skills: How to Use Communication as a Tool
- and more. Details: www.nkarten.com/sem2.html

PRESENTATION TOPICS

- Tales of Whoa and The Psychology of Customer Satisfaction
 - Black Holes and the Art of Managing Customer Expectations
 - Why SLAs Fail — and How to Make Yours Succeed
 - 40 Frequent Feedback-Gathering Flaws and How to Fix Them
 - Changing How You Communicate During Change
- and more. Details: www.nkarten.com/pres2.html

BOOKS & OTHER WRITTEN RESOURCES

- PERCEPTIONS & REALITIES newsletter:
For your enjoyment: www.nkarten.com/newslet.html
 - Managing Expectations: Working with People Who Want More, Better, Faster, Sooner, NOW!
 - Communication Gaps and How to Close Them
 - How to Establish Service Level Agreements
 - Changing How You Communicate During Change
 - How to Survive, Excel and Advance as an Introvert
- and more. Details: www.nkarten.com/book2.html

SAMPLE CLIENTS

Wyeth
Teradyne
Hewlett-Packard
Farmers Insurance
Pioneer Hi-Bred International
Middlebury College
Zurich Insurance
Merrill Lynch
FAA
Forest Service
ING
SSM Healthcare
Convergys
Motorola
Guardian Life of the Caribbean

A LITTLE LIGHT READING

For a set of articles that will tickle your fancy, see:
www.nkarten.com/fancytickling.pdf

PLEASE . . .

get in touch to discuss how I can help you, or call just to say hi. I'd enjoy hearing from you.

Naomi Karten