

Kathleen M. Randall, CSP



Kathleen M. Randall, CSP works with organizations who value relationships and leaders who want greater trust and influence with the people they serve.

What clients have to say

"Kathleen's energy, passion, and enthusiasm made the presentation come alive."

—Laura G., Leadership Task Force
Massachusetts Dental Society

"Kathleen was well-prepared and engaged all of the audience. I highly recommend this presentation with Kathleen at the helm."

—Thomas B., HR Manager
Johns Hopkins School of Medicine

"This was the Best, most educational, most useful, most life-changing, amply presented and interactive training I have ever attended!"

—John P., Administration Coordinator,
PICA Group

Most Requested Presentations

- **Communicating with the Other 75%** How to Build Trust and Influence with the People You Serve
- **Quit Letting Them Push Your Buttons!** Knowing Your Reaction, Choosing Your Response
- **Quit Being Polite!** How to Have Difficult Conversations and Still Sleep at Night
- **Going for the Gold:** 3 Keys Leadership Influence
- **Winds of Change:** Creating the Change YOU Want!
- **All in the Family... Business!** How to Grow and Maintain a Healthy Family Business While Protecting Your Family Relationships
- **It's About Them and It Starts with YOU!** Creating Excellence in Culture and Customer Experience
- **Becoming the Leader You're Meant to Be:** Maximizing Your Potential for the People You Serve
- **Faith is an Action Verb!** What's Holding You Back?

Grow Your Leadership Influence

- ✓ Understand what creates credibility with your team and with your customers
- ✓ Learn the Languages of Influence every Leader needs to know!
- ✓ Embrace generational and cultural mindsets
- ✓ Utilize the power of listening
- ✓ Build buy-in with the people around you
- ✓ Speak to your publics with confidence

Build Respect and Trust

- ✓ Understand the impact of organizational culture on internal and external customers
- ✓ Identify and build on team strengths
- ✓ Identify keys that motivate and grow potential
- ✓ Learn how to respond rather than react in difficult situations
- ✓ Deal with conflict calmly and professionally
- ✓ Discover the power and impact of your words!

Kathleen M. Randall, CSP is one of only 232 women in the world who have earned the Certified Speaking Professional (CSP) credential.

Based on topic development, platform excellence, business ethics and outstanding client evaluations, the CSP is the highest earned designation from the National Speakers Association and Global Speakers Federation.

Kathleen's interactive keynotes and facilitated training combine education with laughter, motivation, and the tools needed to bring about change.

From her education in Organizational Communication and Business Management, to her years of experience in corporate, non-profit, and family organizations, Kathleen's insight allows her to communicate proven techniques that will help you build your most important relationships with:

- ✓ More **CONFIDENCE** !
- ✓ More **CONNECTION** !
- ✓ More **CREDIBILITY** !
- ✓ More **TRUST** !



Kathleen serves on the NSA National Chapter Leadership Council. She is Past-President of the National Speakers Association—Kansas City, is a member of the International Coaches Federation, and has served as adjunct faculty for Rockhurst University and Director for the Teen Vision program of Youth for Christ. Her interests include walking, reading, spending time with family and friends, and participating in a variety of vocal and instrumental music.

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