

Karen S. Richter

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Professional Profile

A seasoned and highly motivated management consultant and workshop facilitator with over 25 years of diverse business experience including Human Resources operations and technology consulting, workshop facilitation, individual and group/team coaching, project management, and responsibility for all aspects of HR and Benefits.

- Strong facilitation and presentation skills (both live and virtual) for groups up to 850 people as evidenced by consistent positive feedback and requests for additional sessions
 - Recognized for creating trusting, respectful environments that encourage growth
 - Utilizes unique combination of strong analytical skills, expert coaching skills of active listening and questioning, and innovation/creativity, resulting in precise execution from HR perspective in alignment with corporate vision
 - Consistently recognized for broad knowledge and flexible style that enables effective partnering with senior level management through junior staff and in groups with diverse needs, cultures, and work styles
 - Proven ability to effectively lead teams of all sizes, including virtual teams, with energy and enthusiasm resulting in highly motivated teams and networks, where sharing knowledge and best practices is a priority
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Professional Experience

Cohesive Outcomes, LLC

October 2008 - present

President, Master Facilitator, Learning & Development Concierge

- Dedicated to assisting individuals and organizations achieve their highest possible level of excellence and effectiveness through a blended suite of services with a proven track record
 - Partner with individuals to discover their strengths and achieve their goals, while deepening their sense of confidence
 - Work with teams to discover and implement their own ways to improve performance, quality of working relationships, team building, and team effectiveness
 - Empower individuals and teams to utilize their own unique way of addressing challenges, questions, and concerns, by creating a new perspective and turning them into opportunities
 - Provide program management augmentation for large-scale learning programs
- Service offerings effectively provided through live workshops, one-on-one coaching, group coaching, webinars, tele-seminars

justCommunity, Inc.

January 2010 – June 2013

Community Mobilizer

- Responsible for the implementation and day-to-day operations of the Palisades community *Communities That Care* (CTC) project - an "operating system" that takes communities through a well-defined and structured process to prevent adolescent problem behaviors and promote positive youth development
 - Recruitment and training of community prevention board members and program facilitators
 - Management of community prevention board tasks, such as collecting, organizing, and analyzing data; program selection and implementation; community outreach and public relations; board meetings
 - Facilitator of the Strengthening Families Program: For Parents and Youth 10-14

NextJob

May 2009 – March 2011

Career Coach

- Provided one-on-one reemployment coaching to recently displaced job seekers at all levels
 - Professional help in creating an effective resume, cover letter, and marketing plan
 - Interviewing preparation
 - Recommendations to the best job listings and networking opportunities
 - Training in the latest and most effective internet job searching tools and techniques

Deloitte

November 1996 – April 2009

Professional Coach, Coaching & Career Connections

June 2007 – April 2009

- Facilitated group workshops and coaching sessions on topics relating to team efficiency and career development
 - Utilized technology for virtual webcasts and webinars, in addition to live sessions
 - Authorized Facilitator for the Team Diagnostic™ Assessment tool
- Speaker at The Conference Board/Families and Work Institute 2008 Work Life Conference

HR Senior Manager, Next Generation Initiatives

October 2006 – June 2007

- Extensive knowledge of generational differences gathered through research including surveys and focus groups and imparted to others through workshops, presentations, and publications:
 - Developed and implemented team effectiveness programs, helping employees effectively manage their personal and professional responsibilities, taking into account differing workforce attitudes
 - Assisted with the creation of W. Stanton Smith's book entitled, Decoding Generational Differences: Fact, fiction... or should we just get back to work? and several volumes of the Talent Market Series, a series of executive briefings on people-related topics
- Educated senior leadership about the realities of the incoming generation and how to capitalize on them

HR Senior Manager, HR Channel

December 2003 – October 2006

- Managed HR activities for 1,000 internal HR professionals, including: recruitment, retention, employee relations, coaching, professional/leadership development, counseling, performance management
- Worked closely with professionals in the HR Channel to create buy-in resulting in successful development and implementation of:
 - Virtual HR Orientation program
 - Standardized HR performance management and compensation processes

HR Consultant, TriState Region

October 2000 – December 2003

In addition to HR support responsibilities listed above,

- Demonstrated strong crisis management leadership skills in reaction to 9/11/01 tragedy:
 - Voluntarily stepped into leadership role with ease, thinking well under pressure to coordinate emergency response team and identify necessary next steps
 - Utilized strong coaching skills to effectively diffuse emotional situations and keep people focused on common goal
 - Designed and implemented a program for reorienting all 3,200 World Financial Center employees to their downtown Manhattan office
- Directed HR task forces comprised of client service professionals to address results of employee surveys resulting in creative new programs that enhanced morale

Consulting Manager, Management Solutions & Services

November 1996 – October 2000

Provided management consulting expertise with specialization in design and implementation of HR processes and information systems:

- Assisted in the development of HR mission, vision and management strategy
- Provided user requirements analysis, system specifications and direction of programming, testing, installation and user training
- Assisted with system requirements/design, implementation, communications, ongoing support
- Involved in all aspect of consulting (sales, relationship building, project management, budget)

Phillips – Van Heusen

January 1989 – October 1996

Multiple positions within the Human Resources organization

Responsible for the design, implementation and ongoing support of HR and benefit programs for over 14,000 employees and 1,500 retirees in the US, Puerto Rico and several international locations

Education & Certifications

BA, Psychology
Rutgers College, Rutgers University

CPC, Certified Professional Coach
iPEC (Institute for Professional Excellence in Coaching)

Certified Practitioner of the MBTI® Step I™ and Step II™ Instruments
Myers & Briggs Foundation (MBTI® Certification Program)