

# Karen Mangia

Success Catalyst • WSJ Best Selling Author •  
Customer Experience Executive • Future of Work  
Strategist • Keynote Speaker

**Your customers want to tell you something. So do your colleagues. Are you listening?**

I empower individuals, teams and organizations to turn down the noise and tune in to the conversation that matters most: **a conversation about your success.**



**Karen Mangia is an internationally-recognized thought leader whose TEDx appearance, keynotes, blogs, and books reach hundreds of thousands of business leaders each year. She is a catalyst, creator, connector and coach who uses curiosity and diversified creativity to empower individuals, teams, and organizations to ignite innovation and sustain success.**

With over 20 years of experience in communications, customer relationship management, sales leadership and everything to do with “the business of people,” she is a change champion who inspires and empowers others to move from limited to limitless. Karen provides actionable frameworks to move from ideas to impact that result in personal and professional growth.



## INTERVIEW TOPICS

- Ignite Innovation: Six Strategies Catalysts Leverage to Spark Success
- How to Amplify the Voice of Your Customers to Grow Your Business
- New Benchmarks & Best Practice for Customer Success
- Strategies to Make “Work From Anywhere” Work for Employers & Employees
- From Pandemic to Progress: The Future of Work in a Rapidly-Evolving Business Climate
- Success From Anywhere: How to Define Your Own Success and Achieve the Impossible
- From Obligations to Options: How to Realize Success With Less
- How to Become an Advocate for Your Health: Prioritize Wellness & Prevent Burnout

## GUEST EXPERT AVAILABILITY

- By telephone and video call from Indianapolis, Indiana
- In person anywhere in the Domestic United States as well as London, Sydney, Singapore and Toronto



## GUEST EXPERT INTERVIEW CREDENTIALS

- President & Chief Strategy Officer, The Engineered Innovation Group
- Former Vice President of Customer and Market Insights, Salesforce
- Former Leader of the Work from Home Task Force, Salesforce
- Passionate advocate for Diversity & Inclusion and Former Member of the Racial Equality and Justice Task Force at Salesforce
- Former Senior Director of Global Voice of Customer / Voice of Partner at Cisco
- Author of 4 bestsellers, including:
  - + *Success from Anywhere: Create Your Own Future of Work From the Inside Out*
  - + *Working from Home: Making the New Normal Work for You*
  - + *Listen Up! How to Tune in to Customers and Turn Down the Noise*
  - + *Success With Less: Releasing Obligations & Discovering Joy*
- Regular contributor to Thrive Global, *Authority Magazine*, and *Newsweek* Expert Forum
- Former Chair of the Customer Experience Council for the Conference Board and contributor to the C-Suite Network
- 40 under 40 in the Indianapolis Business Journal
- M.S. Information and Communication Sciences, Ball State University
- B.S. International Business, Ball State University
- A.S. Hospitality Administration, Ivy Tech Community College
- Ball University Hall of Fame Honoree
- Ball State University Graduate of Distinction
- Recipient of the Ball State University Centurion Award
- Recipient of the Miller College of Business Alumni Award of Achievement at Ball State University
- Recipient of the Ivy Tech Distinguished Alumni Award
- Active in Numerous Community Organizations, including serving on the boards of Heartland Film and Ball State University
- Pro Bono Coach for Dress For Success
- Formally Trained Chef (and brilliant culinary creative!)

## WHAT OTHERS ARE SAYING ABOUT KAREN

Karen is one of the foremost authorities in the world on the Voice of the Customer. As well as being a good friend, Karen has been a trusted CX Peer for many years. Karen keeps her finger on the pulse of all things CX and I've gained new ideas from her about how to get executive buy-in and engagement and truly build a customer centric culture that delivers results. Her books have been a go-to source of information and inspiration for me.

**SEEMA KOHLI**  
Business Director at CXcel Ltd

Insightful. Articulate. Inspiring. Karen Mangia is a thought leader whose ideas have launched not one but two books in 2020. Sounds impossible, right? Launching two books within 60 days of each other, through the largest business book publisher in the world, and both come out as top new releases on their way to best-seller status. Who does that? Karen does. Her stories, vision and thought leadership inspire thousands of organizations around the world. Her expertise in customer experience is unmatched, except perhaps by her empathy. She's one of the hardest-working executives I've ever met. Engage with Karen and the conversation will leave you more informed and inspired than when you started.

**CHRIS WESTFALL**  
Business Coach, Writer, and Keynote Speaker; Author of *Easier and Leadership Language*

Karen has been instrumental in my personal success in more ways than one. I have always appreciated her ability to execute and level of preparedness for any situation. Working side by side on projects has taught me a lot that will continue to show up in the future.

I would add that her publications are a must read to all looking to better understand the new normal and the ever evolving business landscape.

**JASON GINSBURG**  
Account Executive - Enterprise at Salesforce

## SOCIAL MEDIA PROMOTIONS

### How this expert can help promote your show:

- Has an active presence on [LinkedIn](#), [Twitter](#), [Facebook](#), and [Instagram](#) with over 16,000 followers
- Will promote interviews across all digital platforms

## GUEST EXPERT INTERVIEW BOOKING CONTACT

✉ **KAREN MANGIA**  
[karen@karenmangia.com](mailto:karen@karenmangia.com)

## GUEST EXPERT LINKS

- [KarenMangia.com](https://www.KarenMangia.com)
- [Linktr.ee/KarenMangia](https://linktr.ee/KarenMangia)
- [Most Recent Blogs](#)



FOR MORE INFORMATION  
SCAN THE QR CODE