

# Karen Mangia

**WSJ Bestselling Author • Salesforce Executive •  
Future of Work Strategist • Customer Experience  
Leader • Keynote Speaker • Thinkers50 •  
TEDx 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.*”



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

With over 20 years of experience in communications, customer relationship management, and everything to do with “the business of people,” she is a champion of integration with a wealth of knowledge that empowers individuals, teams, and organizations to find freedom and create choices that move them from limited to limitless. Whether it’s personal or professional, individual or collective, Karen provides a framework for immense growth to people who are feeling stuck in their current chapter. Achieving the impossible begins by doing the doable.

Are you ready to see new possibilities inside of old problems and achieve *Success From Anywhere?*



## INTERVIEW TOPICS

- How to Catalyze Choices to Move You and Your Organization from Limited to Limitless
- From Pandemic to Progress: The Future of Work in a Rapidly-Evolving Business Climate
- Cultivating an Environment of Belonging: The Importance of Diversity, Equity, and Inclusion
- What The Great Resignation Means for the Next Chapter of Your Career
- How to Become an Advocate for Your Health: Prioritize Wellness & Prevent Burnout
- Who Has a Seat at Your Table? Why a Commitment to Placing Women in Leadership Positions is Vital
- Calling all Professional Procrastinators: Ease Your Last-Minute Stress with Time Management Skills That are Actually Effective
- What Benchmarks and Best Practices Do Teams Need to Thrive?
- Success From Anywhere: How to Define Your Own Success and Achieve the Impossible
- How to Amplify the Voice of Your Customers to Grow Your Business
- Strategies to Make “Work From Anywhere” Work for Employers & Employees

## 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

- Vice President of Customer and Market Insights at Salesforce
- Leader of the Work from Home Task Force at Salesforce
- Passionate advocate for Diversity & Inclusion and 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 ZDNet
- Chair of the Customer Experience Council for the Conference Board and a regular 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 Advisory Boards of the Indianapolis Symphony Orchestra and Ball State University
- 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 Karen can help promote your show:

- Has an active presence on [Twitter](#), [Facebook](#), [Instagram](#), and [LinkedIn](#)
- Will promote all interviews across digital platforms
- Will mail to 2,500+ email list subscribers

## GUEST EXPERT INTERVIEW BOOKING CONTACT



**LAURA WITLOX**

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## GUEST EXPERT LINKS



[KarenMangia.com](https://KarenMangia.com)



[Linktr.ee/KarenMangia](https://Linktr.ee/KarenMangia)



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