



Enhance Your Chance® Workplace Training Programs
Helping Students & Staff to Become More Polished, Professional, and Skilled in the Workplace

ABOUT: Laura Katen, President of Katen Consulting



Laura Katen has worked with *Judge Judy's Her Honor Mentoring Program*, been a resource for the *Dr. Phil Show*, honored as "*New Yorker of the Month*" by New York-based company Ask a New Yorker, nominated for the "*National Register's Who's Who in Executives and Professionals*", featured in Westchester County Business Journal's elite issue "*Special Women in Business*", awarded the prestigious "*Rising Stars*" Award for exceptional professionals under the age of 40, and featured on *WVOX (1460 AM)* & *WRTN (93.5 FM)* radio discussing the critical role of skill-building in the lives of young adults.

Laura Katen founded Katen Consulting, a Westchester-based professional development training company, in 2003. Ms. Katen and team travel around the country speaking to corporate and student groups about the importance of their "7 second" impression and the essential skills needed to appear polished in the business world. Katen Consulting is best known for its interactive ***Enhance Your Chance®*** Workshops & Coaching Sessions.

Ms. Katen has had several articles published on the subject of workplace skills, is the author of the workbook series ***Enhance Your Chance®***, is a speaker at educational conferences on subjects such as, "*Engaging Students in Learning*" and "*Communicating Effectively Across Multi-Generational Workforces*", & co-hosts the award-winning New York cable television series "***Enhance Your Chance®: A Guide to Maximizing Your Possibilities***."



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ABOUT KATEN CONSULTING:

“In accordance with Katen Consulting objectives to “engage, inspire and empower participants”, they effectively achieved these initiatives across multiple generations and job levels...their training results are immediately transferable to the workplace. Consequently, we are establishing an ongoing business relationship with Katen Consulting to enhance our business skills training and development curriculum.”

– Paulette R. Argrette, Assistant Vice President Training & Development Hudson Valley Bank

Katen Consulting provides skill-building workshops and customized training programs to corporate, educational and not-for-profit clients.

Headquartered in New York, Katen Consulting’s corporate workshops include training programs for both **employees** and **managers** so that they can better exhibit *professionalism, polish, and skill in the workplace*. Our *Enhance Your Chance® Workplace-Readiness Programs* for students are also nationally recognized, and we are a leader in delivering value and excellence in the professional development arena.

Two types of corporate services are offered under the **Katen Consulting** and *Enhance Your Chance®* banner:

- **Customized Training Programs:** after a consultation to understand the client’s specific needs, Katen Consulting customizes training programs by understanding the goals, strategies and priorities of the client, identifying the specific needs of the attendees, speaking to the leadership team and administering a survey to staff to see where strengths, competencies and gaps exist. Katen Consulting develops programs that support the mission and competencies of the client and further strengthen the gaps that may exist. Programs are half day (3 hrs) or full day (6 hrs).
- **Skill-building Workshops:** A menu of pre-established half or full day training programs cater to all levels of staff. Programs are specifically tailored to clients’ goals and attendees’ needs, to include:



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Menu of Staff Programs:

- I. Essential Leadership Styles & Management Training: Fundamental Management Skills for New Managers, Essential Leadership Styles, Strengths & Personality Assessments, Communication & Management Styles for Mid-Level & Seasoned Managers
 - II. Effective Business Communication: E-Mail, Internet, Telephone, Face-to-Face Meetings, Non-Verbal Communication, Social Media Sites
 - III. Professionalism in the Workplace: Appearance, Voice, Personal Conduct, Actions
 - IV. Business Appearance: Attire, Grooming, Body Language
 - V. Effective Presentation Skills: Formats, Tools, Communication Techniques
 - VI. Creating a Team-Centered Environment: Qualities of a Great Leader & Team Member, Strengths & Personality Assessments, Communication Styles & Strategies
 - VII. Dining Etiquette: The A-Z of Dining Etiquette, Blending Business with Social Etiquette - 2-4 hour luncheon or dinner
 - VIII. Positive Customer Interaction Techniques: “7 Second Rule” & First Impressions, Top 10 Phrases / Words to Say & Avoid, Effective Communication & Response Strategies, Conflict Resolution Techniques
 - IX. Managing Diverse Workforces: Managing, Engaging & Communicating with Your Multi-Generational Staff, Managing A Virtual Workforce, Empowering Your Cross-Cultural Employees, Effectively Managing Across Multiple-Sites
- **KC Clothing Line – “EYC®: Professional”** consists of professional attire *only* and allows young women to appear polished, professional and feminine in the workplace
 - **KC Workbooks** – consist of salient tips, exercises and information that help individuals to learn / reinforce the essential skill-sets needed to achieve respectability, credibility and success in the workplace
 - **KC TV Program**: provides weekly skill-building information. Awarded “Best New Show” 2003, and Nominated for “Best Series” 2005, this award-winning New York cable television show offers a weekly source of information for employees and managers.



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Menu of Student Programs:

Katen Consulting is asked to facilitate the Life Skills portion of Judge Judy's, Her Honor Mentoring for high school girls!

- I. Top Ten Skills Employers Want
- II. Workplace Dress to Impress
- III. Your Voice
- IV. Everyday Etiquette & Workplace Manners / Behaviors
- V. The Search for Summer Employment
- VI. "What's a Résumé?"
- VII. Cover Letters vs. Text Messaging
- VIII. What Are References & Where Do I Find Them?
- IX. Job Applications: Where to Start...
- X. Don't Bring Your Dog to the Interview!: Interview tips & What not to do
- XI. It Never Hurts to Say Thank You: When/Where/How to say thank you
- XII. The ABCs of Public Speaking
- XIII. "Wait, Which Fork Do I Use?" - 2 – 3 hour *etiquette luncheon*
- XIV. Basic Business Bootcamp – a 3-day essential skill-building "crash course"



Katen Consulting, the perfect partner for your training needs!