Noble Concepts Inc.
Work Well.

Karen Noble

Areas of Expertise:

- Organization Development Consulting & Implementation
- Process Improvement & Mapping
- Positive Organization Culture Development
- Professional Facilitation
- Effective Team Building & Conflict Mediation
- Executive & Leadership Coaching

Professional Experience:

- Founder & Principal; Coaching & Consulting Services
- Account Executive; Marketing & Performance Improvement Services
- Account Director; Organization Development, Training & Education Services
- Director of Operations; Performance Improvement Services
- Account Development Manager; Net Promoter
- Board Member of NGO
- Competent in use of numerous profile tools, i.e., VIA Strength Survey, MBTI, DISC, Kraybill Conflict Style Inventory

Education:

- *MS., Organization Change Management,* The New School, Manhattan – Outstanding Student Award
- *B.A., College of Business*, Michigan State University
- *Post-Master's Certificate*, Leadership and Change, The New School, Manhattan
- *Certificate in Positive Psychology*, Wellbeing Institute
- *Certificate in Instructional Design,* Michigan State University
- *Certificate in Net Promoter,* Satmetrix Program
- *Mediation Intensive Course,* Lombard Mennonite Peace Center

Professional Affiliations:

- M/WBE – NYC status (MWCERT2016-534)
- Port Authority of NY & NJ M/WBE status
- IPPA – International Positive Psychology Assoc.
- ODNNY – Organization Development Network of New York
- ACMP – Association of Change Management Professionals
- NYHRPS – New York Human Resources Professionals
- USAT – USA Triathlon national governing body

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M/WBE NYC Certified – MWCERT2016-534

Background:

Karen Noble has engaged in corporate and non-profit business for 25 years and has developed a sharp business intelligence working with a variety of clients from Fortune 500 companies to small start-ups. Her experience includes presentation and selling skills, people management, application of research and analytics, strategic planning, and the hands-on knowledge of organization structure/culture. This valuable business experience is integral to her ability to quickly grasp her clients' business challenges and collaborate to find the best solutions across a variety of industries.

Her approach integrates both the science and art of business into her practice which embraces the learnings of neuroscience and the principles of change management for individuals and organizations. This method realizes positive results such as:

- Assessments that are specific and actionable
- Implementation/development plans that are complete and 'do-able'
- Metrics that detect results early and enable ongoing design of sustainable programs/processes

Client Results:

- *Executive Coaching* – Helped a key leader identify and leverage his strengths while implementing a development plan that focused on practicing emotional intelligence, particularly empathy and social skills. He re-defined himself from someone who was perceived as challenging to work with to a more authentic, collaborative partner and was able to achieve a more collegial environment resulting in more effective working relationships.

- *Targeted Action Plan for Comprehensive Guest Experience* – After numerous acquisitions and integration efforts, key leadership at a prestigious Manhattan university realized it needed a service initiative to re-design a comprehensive guest experience. Working with the Provost's Office, we thoroughly documented the current situation of staff, students, and faculty through new survey results, existing survey reports, touch-point process mapping, and stakeholder interviews. The clear and actionable results drove integrated action through engagement teams, process changes, and ongoing assessment such as listening posts, guest experience committees, and data from training programs.

- *Strategy Plan Development and Leadership Team Ownership-* Hired to facilitate a strategic planning event, we infused powerful team building techniques into the agenda. As a result, the team learned to articulate behaviors from a strengths perspective and to identify opportunities to work together more collaboratively. They intentionally designated roles to support the plan based on identified strengths, taking more ownership in its achievement.