






## Optimize Team Efficiency/Cultivate Performance

Beverly Hathorn, a seasoned professional with 30+ years in project management and human resources, is a dynamic and engaging Professional Speaker. Her career began at AT&T, rising from a Customer Service Representative to Manager, where she prioritized customer satisfaction. Beverly not only spearheaded Business Process Outsourcing but also assumed the pivotal role of Labor Relations Manager, taking full ownership of the grievance process administration.

As the Owner of Strategic HR Consultants and a sought-after speaker, Beverly Hathorn dedicates her expertise to empowering small and medium-sized businesses. She specializes in enhancing team performance through the implementation of comprehensive hiring and training plans designed to attract, retain, and maximize the potential of top talent. She resides in Lithonia, Georgia, and brings her wealth of experience to inspire and educate audiences, leaving a profound impact wherever she speaks.

## Contact Me

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## Keynotes

Rates Start at \$2,500



### Team-building Cultures:

Unlock the secrets to fostering high-performing, collaborative teams and creating an organizational culture that thrives on synergy and success.



### Inspiration for Contact Center Managers:

Inspire and empower Contact Center Managers with visionary insights and practical strategies to drive excellence and elevate performance in their teams.

## Workshops and Speaking Topics

Rates Start at \$1,000

### Performance Improvement for Customer Service Teams: A Workshop on Enhancing Customer Experience

Master the art of handling challenging customer interactions, managing high volume calls, and improving communication. Leave with practical tools for enhancing the customer experience.

### Customer-First Culture: A Workshop on Improving Customer Satisfaction and Loyalty

Create a customer-first culture that drives success. Discover how to align business processes with customer needs, improve communication, and continuously enhance the customer experience.

### Discovering DiSC: A Workshop on Understanding and Applying the DiSC Personality Profile

Explore the four primary behavioral styles, discover your own, and gain insights into how it influences communication, decision-making, and relationships. This workshop equips you with actionable strategies for personal and professional growth, leaving you with a deeper understanding of human behavior and enhanced interpersonal relationships.