



**KATHLEEN KRENTZ**  
SR. TALENT DEV'T SPECIALIST &  
FACILITATOR, CONSULTANT



**EDUCATION**

Candidate, Ph.D., History, University of California, Berkeley M.A., History, California State University, summa cum laude  
B.A., History, California State University  
California State Community College  
Lifetime Instructor Credential  
California Sexual Harassment Prevention Certification  
Development Dimensions International (DDI) Facilitator Certification  
DiSC-Certified Trainer

**INDUSTRIES SERVED**

Information technology, biotechnology, healthcare, manufacturing, publishing, financial services, transportation, retailing, public radio, animal welfare

**AB1825: STATEMENT OF COMPLIANCE**

Kathleen has over 20 years of supervisory law training experience and for the past six years, she has provided harassment prevention training for Employers Group. In addition to this specific expertise in human resources, Kathleen has held officer-level leadership positions and has dealt directly and successfully with harassment and discrimination issues. Through this experience, along with an engaging facilitation style, Kathleen is able to deliver interactive and effective learning experiences for everyone from front-line employees to C-level executives. Participants will gain an understanding of how harassment negatively impacts working relationships and organizational achievement, as well as personal lives.

In addition, as a value-added feature to Kathleen's delivery, Employer's Group helpline consultants with juris doctorates are available to answer any more complex compliance-related questions that trainees or HR professionals may pose in the session.

**BRIEF BIOGRAPHY**

**Senior Talent Development Specialist, Facilitator, and Consultant**

Kathleen's leadership career began in financial services, where she led progressively larger business units and information technology projects at the company now known as Target, before moving to Bank of America. There, she headed consumer credit acquisition operations, responsible for integrating policy, data systems, and customer care to meet and exceed the bank's financial and operating goals. As a business leader, Kathleen was certified by Achieve-Global and led training workshops throughout the companies she served. Upon leaving Bank of America, Kathleen began her own training and consulting practice, focusing on practical leadership development and customer care skills. For over fifteen years, Kathleen has worked with Employers Group clients, facilitating training, strategic business planning, and coaching. In addition to being qualified in California as a sexual harassment prevention trainer, Kathleen has both DDI and DiSC certifications, as well.

**PROGRAM DESIGN & TRAINING DELIVERY**

- |                        |                       |
|------------------------|-----------------------|
| Leadership             | Coaching and Feedback |
| Communication          | Team Leadership       |
| Conflict Resolution    | Team Development      |
| Engagement             | Meeting Facilitation  |
| Innovation             | Problem Solving       |
| Goal setting           | Diversity             |
| Performance Management | Delegation            |
| Business Planning      | Ethics and Values     |
| Decision Making        | Motivation            |
| Supervisory Law        | Working with Others   |
| Harassment Prevention  | Customer Care         |
| Leading Change         | Interviewing          |

**DELIVERY STYLE**

Interactive and engaging facilitation

**PROFESSIONAL DEVELOPMENT & ACTIVITIES**

American Society for Training and Development  
Northern California Human Resources Association

**WHAT CLIENTS SAYS ABOUT GERILYNN**

*"Kathleen has a depth of experience that she brings to the classroom [with] very good suggestions born of a lot of experience."*  
- Anonymous Participant, Lonely Planet Publications

*"You assisted our company not only in business management, but also in business development. I was able to identify and apply the missing communication links within our staff and present to our staff our short- and long- term goals."*  
- Jaime Martinez, Founder, Tekleap

*Our managers have given feedback that you delivered what they perceived as "boring material" in an interesting and memorable way. To this day, I get employee relations questions from our managers who often reference things they learned in your class. Your understanding of our business and the language we use helped to bridge the gap between the law and The Body Shop. Thanks again.*  
- Al Kong, Director of Human Resources, The Body Shop