



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

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## Kristin Arnold, CSP

Travels from: **Arizona**

Fee Range: **\$5,001 - \$7,500**

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Kristin Arnold, MBA, CSP is the president and founder of Quality Process Consultants, Inc. with offices in Scottsdale, Arizona and Cape Traverse, Prince Edward Island, Canada.

As a high stakes meeting facilitator, keynote speaker and professional panel moderator, Kristin has worked with over a hundred different organizations, three hundred different teams and presented to over a half a million people around the world on the topics of leadership, strategy, innovation, critical thinking and teamwork.

As one of the first female graduates of the United States Coast Guard Academy and the first woman stationed onboard an ocean-going buoy tender, Kristin learned early on about working with others. In 1990, she became one of the first Coast Guard facilitators - and made every mistake one could! Frustrated, she avidly researched this nascent skill called "facilitation" and found herself training a cadre of internal facilitators. By 1992, companies were asking her to teach their people how to facilitate and lead teams! Since then, she has been sharing her concrete approach to leading teams with a treasure trove of practical concepts, tools and techniques her clients can apply immediately to see positive, sustainable results.

Kristin's passion for leading teams is reflected in her writing, speaking, facilitation and consulting. She is an award-winning author, newspaper columnist and contributing author to myriad other team-based books such as *The IAF Handbook of Group Facilitation*. Her latest book, *Powerful Panels: A Step-By-Step Guide to Moderating Lively and Informative Panel Discussions* was published in November 2013.

Featured in numerous publications such as *Harvard Business Update*, *USA Today*, *Selling Power*, Kristin knows what it takes to lead, facilitate and participate on high performing teams. She was on the board and President of the National Speakers Association of the United States (2010-2011). She also served as President of the Downtown Hampton (Virginia) Development Partnership (2001-2002), a nonprofit business organization attributed to turning Downtown Hampton from a quaint, sleepy town to a thriving entertainment, retail and residential center. She retired from the USCG Reserves in 2002 as a Lieutenant Commander.

Kristin is on the Executive Development Faculty in the Schulich School of Business at York University in Toronto, specializing in Leadership Through Teambuilding.

### *Most Requested Programs...*

- What Were You Thinking? Making Smart Decisions in a Volatile & Uncertain (VUCA) World
- Innovate or Die! Mining the 7 Sources of Innovation for Your Next Big Breakthrough
- Name That Tune! Turn What Matters Most Into Action
- Team Player or Spectator? How to Get Everyone in the Gam



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- So What? Now What? Maximize Your Convention ROI