



# Jean Gatz CAPABILITY STATEMENT

**Keynotes, Workshops, Seminars and Training to Improve Performance and Make Change Work!**

- Subject Matter Expert (SME) in how to:**
- Initiate and embrace Change
  - Promote respectful Leadership
  - Strengthen Teamwork
  - Increase effective Communication
  - Improve Performance

**Core Message:** You may not be in charge of change in your workplace, but YOU ARE IN CHARGE of the attitudes you choose and the actions you take to help make change work.

## Past Performance

- Internal Revenue Service
- Federal Executive Board
- Social Security Administration
- Office of Public Health
- Department of Defense
- Federal Women’s Program
- U.S. Navy Exchange Service Command
- Taxpayer Advocate Service (Treasury)
- Public Sector Equal Opportunity Officers
- Federal Reserve Bank
- USDA
- Governor’s Office of Elderly Affairs
- Office of Family Support
- Court Appointed Special Advocates for Children
- LA Small Business Development Center
- National Guard
- AmeriCorps
- FDIC Division of Administration
- Recreation and Parks Commission
- FDIC

## Differentiators *(Also see Government Client feedback on page 2)*

- Appropriate for every audience: managers, supervisors, support staff and administrative staff
- Flexibility to deliver conference keynotes, half/ full day workshops, seminars and training
- Over 20 years’ experience working with government agencies throughout the United States
- Established credibility as one of the top speakers at the largest HR conference in the world
- One of very few women worldwide to hold the designation of Certified Speaking Professional (CSP)
- Award-winning author of **10 Ways to STAND OUT from the Crowd** (chosen Best Business Book of the Year in the categories of change, leadership and career development)
- Extensive on-line training modules to supplement live presentations

**Jean’s Personal Guarantee: I will learn everything about your attendees’ greatest challenges and design a program that connects and resonates with them, meets their needs and accomplishes your goals. I promise to exceed your expectations and deliver absolutely OUTSTANDING RESULTS.**

DUNS: 122687312  
CAGE: 4FFW2  
NAICS: 541990  
WOSB

SIC: 8999  
PSC: U099  
Certified: LA Hudson Initiative  
Certified: SEBD

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**Jean Gatz, CSP** ♦ [www.jeangatz.com](http://www.jeangatz.com) ♦ Office: 225.907.4138  
[jean@jeangatz.com](mailto:jean@jeangatz.com) ♦ 1736 Plantation Oaks Baton Rouge, LA 70810

## Government Client Feedback

“After hearing you at another event, I knew you would be what this group needed to be inspired and challenged. All feedback was very, very positive. What impressed me most was your ability to connect on many levels. Your humor was the perfect touch. I wanted this to be a first class training event, with meaningful topics, tips and tools to increase productivity and build teamwork. And you delivered!”

***Chéryl Harskowitch, Director, Examination Operations Support  
Internal Revenue Service***

“I have heard nothing but wonderful comments from those who had the pleasure of hearing you speak. You transformed the audience and the atmosphere with thunderous laughter through your delightful style of humor, mixed with a dash of business life lessons. You were able to make each person feel connected to you. As I looked around the room, I could see how your words uplifted and inspired the audience. You kept the attention of all in attendance. You do indeed ‘STAND OUT from the crowd!’ We look forward to working with you again in the near future.”

***Kathy P. Barré, Executive Director  
New Orleans Federal Executive Board***

“Your advance preparation and spot-on delivery demonstrated a seasoned, senior-level sensitivity to the needs of our group. I heartily recommend you to clients inside and outside the military.”

***Kent Peterson, Director of Community Relations  
Citizen Soldier Support Program at UNC Chapel Hill***

“In our research to choose the right speaker, feedback we received from her past clients confirmed that Jean was the right person for our event. Comments on our own evaluations clearly showed that the overwhelming number of TAS employees really valued Jean’s presentation. We had many requests to invite her back next year.”

***Dick Runkle, Taxpayer Advocate Service  
Acting Director, Employee Development, Treasury***

“It is rare when an outside speaker can develop instant rapport with a group, but you did it. Most impressive was your preparation for the audience. You spoke to their needs in a way that showed you knew and understood their challenges by specifically identifying their work environment with concrete examples they could understand, relate to, and apply. The most common comment on our evaluation form was ‘Please have Jean back again next year.’”

***Donald Moore, Division of Field Operations  
Louisiana Department of Social Services***

“Your dynamic and informative session was a highlight of our conference, receiving glowing reviews from all who attended. Your pre-conference outreach to our members reflected your commitment to your audience and was clearly appreciated by all.”

***John Murphy, Executive Director  
National Association for County Community and Economic Development***

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