



Karen A. Young

SPHR, SHRM-SCP

Karen's passion is to motivate and educate professionals and business owners with engaging presentations packed full of *savvy strategy* designed for *real results*. She inspires audiences to gain confidence, take calculated risks, and earn the professional respect they deserve.

As the founder and president of HR Resolutions, Karen has built her expertise through 35 years of real-world experience with companies of all shapes and sizes. She understands:

- How draining managing can be.
- The challenges companies can face.
- The drama that often accompanies people issues.

Are you ready to eliminate the drama and move forward toward excellence? Karen packs her presentations full of savvy strategies that lead companies to experience real results. Attendees will:

- Learn how to create and maintain a drama-free work environment.
- Improve critical communication, hiring, and retention skills.
- Enhance their understanding of compliance concerns.
- Increase their confidence as managers and leaders.

If you're looking for a dry and boring presentation full of dull checklists, Karen is not the presenter for you. If, however, you are ready to laugh at the absurdities, learn from real-world examples, and move forward with a plan and a purpose, Karen will inspire and equip you to:

- Embrace your responsibilities.
- Adopt a fresh perspective.
- Make change happen.



“Karen's ability to deliver a top-notch program starts with her deep knowledge and years of experience as an HR professional. She stays on target with her message, reinforcing key learning points which can be quickly implemented in the workplace.”

ANDY SHOLLY

PHR Chapter President

HR Professionals of Central PA

Bilingual virtual presentations available.

Get more information and book Karen today by emailing info@karenayoung.com.





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SPHR, SHRM-SCP

FOUNDER & PRESIDENT

Karen A. Young capitalizes on her more than 35 years of experience in human resources as she and her team utilize savvy strategies to develop solutions that produce real results. She inspires change in people and is dedicated to equipping audiences on their path to professional excellence.

Karen is a sought-after author, speaker, and consultant best known for her programs on leadership, communication, and how to have a drama-free workplace. She is well-regarded as a business partner with an unflagging work ethic and a passion for helping business leaders say “yes” to their people.

In her latest book, *Sought After: How to Be Heard, Be Trusted, and Be Recognized for Your Expertise*, Karen offers a fail-safe formula for career success and career mobility, along with entertaining anecdotes about potentially career-ending moves that led to forward trajectory. Her previous book, *Honest and Real: An Essential Guidebook to Drama-Free Human Resources* reimagines HR fundamentals while offering candid advice on reducing daily HR drama.

Karen is recognized professionally through SHRM and HRCI as a **Senior Certified Professional** and a **Senior Professional in HR**, respectively. She has been recognized as one of **Pennsylvania's Best 50 Women in Business**, and AGS ranked HR Resolutions as a **Best HR Consulting Company** in 2021. *Central Penn Business Journal* honored HR Resolutions in 2020 as a **Game Changer**—one of Central PA's most dynamic and impactful businesses and leaders. Karen regularly contributes HR insights and strategy nationwide to *Forbes*, *USAToday*, *SHRM*, and *ZipRecruiter*.

Karen holds a BS in Business Administration and Psychology and a MA in Industrial Relations. She resides in Harrisburg, PA, with her husband Barry and their retired racing greyhounds.

NEW!

KAREN'S LATEST BOOK: *Sought-After: How to Be Heard, Be Trusted, and Be Recognized for Your Expertise*



CERTIFICATIONS

- **Strategic HR Management**
The Wharton School of Business
- **Strategic HR Management**
Cornell University
- **Diversity and Inclusion**
Cornell University
- **Senior Professional in Human Resources (SPHR)**
HR Certification Institute
- **Senior Certified Professional (SHRM-SCP)**
Society for Human Resource Managers



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PROGRAMS

MANAGING YOUR TEAM



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Sought-After: How to Be Heard, Be Trusted, and Be Recognized for Your Expertise

Authority Building

- Tools for grabbing the C-suite's attention
- How to change career-ending moves into career-defining moments
- Become sought-after for your guidance and input

Making Better Selections

Interviewing Basics

- Getting to the "will do" behaviors
- Common interviewing mistakes
- Practical sample questions
- The "do" ask and the "don't" ask

It's OK to Say, "You're Fired."

Terminating Employees

- "At-will" employment
- Exceptions to "at-will"
- Preparing to termination
- Executing the termination

Professional Conduct

Harassment and EEO

- Harassment defined
- Legal risk and exposure
- Investigations
- Minimizing damages

Honest & Real: Creating a Drama-Free Workplace

Workplace Culture

- Establish a culture of accountability
- Increase retention
- Move from reactive to proactive and innovative to truly set yourself apart from your competitors

From Management Cruel to Management Tool

Performance Evaluations

- Easing the pain of the process
- Informal vs. formal programs
- 360/self evaluations
- Best practice examples

Wait, Don't Go!

Why Good Employees Leave

- At-will vs. employment contracts
- Reasons employees leave
- How to retain your best employees
- Exit interviews

Coaching Your Team

Employee Retention

- Discipline vs. coaching
- Disciplinary processes and documentation
- Best practices

Whiners and Perfectionists and Bullies, Oh My!

Managing Different Employee Types

- Separating person from performance
- Communicating your expectations
- How to backtrack from an error
- Communication tips for any situation

Presentations can be customized to meet specific audience needs. Presentations can be structured as a traditional lecture—in person or virtually, facilitated roundtable discussions, or interaction and role play.

Bilingual virtual presentations available.

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PROGRAMS

STRATEGIC TOOLS



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Alphabet Soup

Rules and Regulations

- Overview of major HR rules and regulations
- Policies, procedures, and the law
- Strengthening internal policies
- Absences (FMLA/ADA/WC/AWOL)

What You Don't Know Can Hurt You

Compliance

Is your organization compliant with current federal and state regulations? Are you concerned that you may be overlooking something that could wield a hefty fine? This full-day seminar reviews current key regulations by company size and covers what the real risk is. After this program, you will be able to:

- Identify applicable laws/regulations affecting your company and understand your responsibilities.
- Minimize risk exposure
- Reduce fines and claims
- Streamline your energies and focus on your primary responsibilities

Don't Get Burned

Hot Topics in HR

This program addresses the three hottest HR topics you need to understand. Topics change based on the session timing, but past topics have included:

- Card Check – Is the Employee Free Choice Act really free choice?
- Pandemics – How to prepare?
- Personnel Files – What belongs where?
- Healthy Families Act – Will I really have to provide 7 paid sick days to everyone?
- Terminations – It's OK to say "You're Fired"
- Successful unemployment claim processing

Easier than Olympic Training

Orientation and Evaluation

- Benefits and goals of new employee onboarding
- Executing successful onboarding programs
- Setting performance goals
- Measuring and documenting performance

“This session helped me be more skilled in reviewing the tools we have at our disposal to remain compliant and minimize potential abuse of the system.”

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PREVIOUS SPEAKING ENGAGEMENTS



Karen A. Young

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2022

Lorman

How to Survive Saying You're Fired

Local SHRM Chapter

Ethics: Is it a Conundrum OR an Enigma

SHRM Annual National Conference

Sought- After: How to Be Heard, Be Trusted, and Be Recognized for Your Expertise

SHRM Annual National Conference

Ugh! Another Intermittent FMLA Request

Susquehanna Valley APA Chapter Statewide Conference

Sought- After: How to Be Heard, Be Trusted, and Be Recognized for Your Expertise

Private Client

Professional Conduct:
Do you know where the "line" is?

Private Client

Interviewing: How to Hire the Best

2021

SHRM Annual National Conference

Ugh! Another Intermittent FMLA Request

HR Professionals of Central PA Fall Conference: Lunch Keynote

Becoming a Trusted Advisor

The Dave Hooke Team

Innocent Chit Chat? Or Over the Line?

HR Professionals of Central PA

Becoming the Inspector Extraordinaire

David Leroy Plumbing

Interviewing: How to Never Hire the Wrong Person Again

Mid-Atlantic Community Papers Association

What You Don't Know CAN Hurt You

ProFast Inc

Just Talk or Over the Line?

2020

Public

"What You Don't Know CAN Hurt You"

FFCRA (Families First Coronavirus Response Act)

Harrisburg Regional Chamber & CREDC

Too Many Initials: FFCRA, PSL, EFMLA, FMLA

Paytime Payroll

Too Many Initials: FFCRA, PSL, EFMLA, FMLA

PA Motor Truck Association

Alphabet Soup

2019

HR Professionals of Central PA Fall Conference

Ugh! Another Intermittent FMLA Request

Empire Kosher

Shop Talk or Over the Line?

Floormax

Just Talk or Over the Line?

Pulmonary & Critical Care Medicine Associates

Just Talk or Over the Line?

Webb Insurance

Client Education Event

Attraction and Retention of High Potentials

2018

Susquehanna Area

Regional Airport Authority

Management Enrichment: Bullying, Coaching, Performance Reviews

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