



Karen
Gilhooly

Engagement Expert & Transformative Leader

Karen has created a firm dedicated to guiding businesses through thoughtful, holistic transformations. With her deep expertise she helps leadership catalyze new initiatives and evolve their organizations. She knows that actively engaging employees in the change process is key to success. Her human-centric approach to engagement transformation unlocks organizations' full potential and drives meaningful results.

KAREN'S TOP SERVICES

- ✓ **Strategic Advisory** - Overseeing all aspects of the business to optimize operations, identify growth opportunities, and resolve workforce engagement issues.
- ✓ **Experiential Learning** - Encouraging employee critical thinking and problem-solving skills through hands-on training to implement changes.
- ✓ **Executive Coaching** - Fostering leadership development, group cohesion, talent retention and attraction through customized coaching solutions.

Karen Anne Gilhooly is an employee engagement expert and transformative leader with over 25 years of experience driving innovation and organizational change, particularly by leveraging an organization's greatest strengths -- their employees. She firmly believes that when employees feel connected to their jobs and find meaning in their work, they bring a new energy to the workplace, even becoming ambassadors for the company.

As the Founder and Managing Partner of True North Collaboration, LLC, Karen works with companies across industries to initiate and implement strategic transformation initiatives, turning mundane jobs and chaotic companies into exciting places to work.

Karen is an accomplished leader who has driven change at many global companies. At HSBC, she served as Head of Employee Engagement for the Liquidity and Cash Management Division. In this role, Karen aligned and reskilled over 4,500 employees to support the bank's wholesale growth strategy. She also directly led a 1,400 member customer-facing team and spearheaded initiatives to create phenomenal client experiences. Karen's innovative projects with frontline sales and business development teams directly increased revenue and product velocity.

In addition, Karen has partnered with prominent organizations including Citigroup Global Transaction Services, Metavante Payment Solutions, and Language Line Services. Her broad experience has shaped her unique understanding of change management across industries.

With her record of transformative leadership, Karen is a trusted advisor in engaging talent and realigning business strategies to boost efficiency and ROI. She is a gifted change agent, mobilizing employees to fearlessly embrace the impact of transformation.

Karen travels frequently for business and pleasure. To date, she has accumulated over 3.5MM miles with various airlines – the equivalent of circling the globe over 140 times. She comes from a long line of Chicago Fire Fighters with her uncles, cousins, Grandfathers, Dad – and even her husband – serving the public as First Responders. Karen and her family live in the Chicago area and have a second home in SW Florida. She attended the University of Illinois and achieved her BA in History.



Get in Touch!

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