

Crista Thielen

GENERATION X

DIRECTOR OF CLIENT EXPERIENCE
& OPERATIONS

A believer in the power of the human spirit, Crista believes with will and skill anything is possible. Each day she looks for the opportunity to make a difference in the life of another; she's always eager to roll up her sleeves to help solve challenges.

As the director of training & client experience, she brings a knack for aligning trainings that best fit a client's unique needs. Crista's facilitation of training allows attendees to immerse themselves in the content and learn how to listen, interrupt, understand and respond using generational preferences that best align to the individuals they are interacting with. Her solution-focused delivery style allows attendees to self-identify how their own preferences, reactions, and outcomes can influence change, and motivate engagement in their workplace and marketplace.

Keenly interested in what makes each individual a unique human, she has delved into the topics of psychological preferences and development, emotional intelligence, demographics, and the sociology of generational theory. With her extensive work at fortune 100 and 500 companies, Crista had a season pass, front row seat to an ecosystem of generational workforce opportunities and obstacles. Now as a director of training and client experience she is able to pair her education, interests and expertise to make a difference in organizations across the nation.

Crista is powered by her background in education, learning development, human resources, diversity & inclusion, and her degrees in management, marketing, and advertising. Thus, she is uniquely armed to develop and implement organizational solutions for recruiting, retaining, and engaging multiple generations in the workplace.



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