

Karen Capaldi- Speake, Morning Plenary



Karen has been a Ski Instructor, US Forest Service employee, Professional Singer/Songwriter, Recruiter and Digital Production Artist. She is currently a 16-year partner {employee} at Starbucks Coffee Company.

In 2009 Karen explored management strategies at Starbucks to retain the overqualified employees acquired during the recession. The result was a program that heightened engagement with entry-level individuals and used Digital Storytelling to start the conversation of “Why are you here?” It enabled employees to show up for themselves and increased her bottom line.

At 10 years with Starbucks, she cashed in her stock and took advantage of a company-supported 6-month sabbatical {coffee break} to pursue her dream. She successfully summited

Mt. Kilimanjaro; collected, transported and donated 1200 pairs of performance wool socks to the Kilimanjaro Porters Assistance Project through a partnership with SmartWool; traveled to Rwanda to help build a footbridge with Bridges to Prosperity, then continued to travel around the world.

Folding this experience into her storytelling management program, she created 78 videos with global Starbucks employees and utilized them in her training and on-boarding strategies across Starbucks districts. This technique galvanized yet another business/management tool to elevate the value of everyone it touches.

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