



Building **Stronger** Connections

BETWEEN LEADERS, EMPLOYEES & CUSTOMERS

AMY HART

Amy Hart has over 25 years of experience as a corporate training developer and facilitator. She worked as a director of training and marketer in the insurance and financial services industry before becoming a training consultant in 2011.

Amy's experience as a corporate employee and an entrepreneur has provided her with the perspectives and the skills to relate to many different types of people. From employees to supervisors, to leaders and entrepreneurs of various sized organizations, she coaches clients to be positive change agents. Her emphasis is on building strong relationships between leaders, teams, and customers with skills gained through leadership development training.

Skill Sets include:

- New Manager Training
- Customer Service
- Conflict Management
- Communication Skills
- Team Building
- Communicating Across Generations
- Emotional Intelligence
- DiSC Communication Styles (including Managers, Sales, Productive Conflict)
- Change Management

Certifications

Jill Hickman Companies

- *Signature Leadership
- *Signature Service
- *Communication Skills
- *Conflict Management
- *Creative Problem Solving & Decision Making

Wiley Publishing

- *Everything DiSC Workplace
- *Everything DiSC Management

eSpeaker Certified Virtual Presenter

Testimonials

"Amy is adept at coaching leaders while keeping herself open and attuned to their perspectives for a maximum learning experience...Leaders at Shell have been very receptive to her style of inquiry and coaching."

-Shad Stoddard, MLHR,
Leader Development Global Program
Manager, Shell

"Amy Hart is a knowledgeable and effective facilitator who kept our supervisors and group leads involved and engaged. She provided good explanations, examples, and materials in our DiSC Management training, and focused on applying the practical skills learned on the job."

-Elizabeth Agustin, Learning Project
Manager, Toshiba International



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