



# Amy Hart

Certified Virtual Presenter, Training Facilitator

## EDUCATION and CERTIFICATIONS

- BA with high honors, University of Texas, Austin
- eSpeaker Certified Virtual Presenter
- Everything DiSC Management
  - Motivating
  - Directing and Delegating
  - Development & Managing Up
- Signature Leadership
- Signature Service
- Communication Skills
- Conflict Management
- Creative Problem Solving and Decision Making (Wiley and Jill Hickman Companies)

## AREAS OF EXPERTISE

- New Manager Training
- Leadership Development
- Communication Skills
- Conflict Management
- Effective Feedback
- Leadership for Team Leads and Individual Contributors
- Team Building
- Customer Service
- Emotional Intelligence

## OVERVIEW

Amy Hart's experience includes being a corporate training director and marketer for the financial services and insurance industries, in addition to ten years of entrepreneurial success as a training consultant. As a result of her knowledge, skills, and experience, Amy's expertise is in working with professionals to mid-level leaders. A faculty member of two of Shell's leadership programs since 2015, and an associate of one of the top 10 Global leadership training firms, Amy has also worked extensively with small and medium businesses both in-person and virtually. She is a frequent speaker for professional associations and conferences on communication skills and leadership.

Amy Hart focuses on programs and practical tools that help participants:

- Build stronger relationships between leaders, employees, and clients
- Communicate more effectively in person and virtually
- Make conflict more productive, especially in teams
- Enhance a growth mind set, self-awareness, and emotional Intelligence
- Build and sustain newly acquired skills through accountability processes

In addition, Amy partners with her psychotherapist husband of 34 years, Mark Groblewski, LCSW to present training for couples and families to build stronger relationships and communication skills in home and work environments.

## WHAT CLIENTS SAY

*"Amy is adept at coaching leaders while keeping herself open and attuned to their perspectives for a maximized learning experience. She is a great communicator and has a sense of knowing the "right" questions to ask. Leaders at Shell have been very receptive to her style of inquiry and coaching."*

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

*"Amy provided valuable, interpersonal insights for our management team and employees that helped improve our working relationships for the ultimate benefit of our customers. Her knowledge...allowed us to tailor the training to our unique needs. We were very pleased with the results and will be hiring Amy again for future training."*

**-Mike Schneider, CPCU, CRA, President, Cravens Warren and Company**

*"Amy Hart is a professional trainer that I can rely upon to deliver exactly what clients need...She delivers an exceptional tailored program to exceed expectations. Amy's experience...as a training director employed by one of the major Insurers, and now as an entrepreneur herself, has provided her with unique perspectives on the needs of small businesses and major corporations. This expertise proves invaluable with today's changing market conditions and diverse needs of employees within an organization."*

**-Jill Hickman, President, Jill Hickman Companies**

## HAS FACILITATED TRAINING FOR THESE REPRESENTATIVE COMPANIES

Shell, General Mills, Schlumberger, Cravens Warren & Co., Houston Fire Fighters, Amegy Bank, Cantor Fitzgerald, AMOCO Federal Credit Union, American National Insurance Company, Stewart and Stevenson, BG Group, Toshiba International.