



**Milton Hunt**

**An Edu-tainer**

**A Motivator and**

**An Energizer!**

## **21 Most Requested Trainings**

**Employee Training  
Motivational Speaking  
Employee Coaching**

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## **Resilience**

### **COURSE DESCRIPTION:**

Resiliency is the ability to overcome stress and challenging circumstances in the workplace. Resilience is increasingly important as more and more people are working remotely. Resiliency is a necessary skill that can be improved over time with the right toolset. When someone is resilient, they are able to respond to change in an effective, and positive manner.

### **This course will cover the following:**

- Define resilience and its importance in a time of uncertainty
- Describe the emotional roller coaster of change
- Identify the characteristics enabling resilience
- Develop resilience in yourself and support its development in others



### **Who should attend?**

Employees at every level within your organization will benefit from this dynamic training.



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## Maximizing Your Potential

### COURSE DESCRIPTION:

Learn how to be more effective, acquire improved interpersonal and leadership skills, and increase productivity and morale, both personally and professionally. Utilize the seven master keys to **Maximize Your Potential**. Learn how to integrate these practices into your daily life and how to set and achieve goals.

### This course will cover the following:

- **Purpose:** Determine your purpose in life. What are your desires and what are you willing to give in return to receive what you want?
- **Relationships:** Working well with others to gain what you want from life without harming others and by helping others to acquire success as well.
- **Self-Image:** Obtaining a healthy self-image molds your sense of self-worth to a higher level, thus enabling you to achieve greater experiences.
- **Fortitude:** Faith in yourself to realize that you must believe before you can move forward.
- **Self-Discipline:** Maintain discipline to ensure that you are in control of your emotions and actions.
- **Life Plan:** Create a plan with specific and measurable goals to keep you on track of achieving your desires.
- **Attitude:** Have a positive mental attitude. Do not get caught up in trivial things.



### Who should attend?

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## **Diversity, Equity & Inclusion Establishing Mutual Respect**

### **COURSE DESCRIPTION:**

Diversity training heightens awareness to better understand people from different cultures, genders and lifestyles. Possible offenses that can create misunderstandings, including racial, cultural, sexual, physical, mental and verbal issues are discussed. The effects of perception, cultural background, discrimination and prejudice are reviewed.

Diversity training will make you more aware of the ways you may be offending others without even knowing it! It will help you recognize your blind spots, show you how to avoid verbal and social mistakes, giving you new ways to deal with and relate to people.



### **This course will cover the following:**

- Understand the importance of diversity
- Discover how you might be “diversity challenged”
- Understand how reactions to perceived differences can impact business activities
- Learn to apply the principles of diversity to improve creativity and teamwork

### **Who Should Attend**

Employees at every level within your organization will benefit from diversity training.



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## **Excellence In Customer Service and Customer Experience**

### **COURSE DESCRIPTION:**

If customer service and satisfaction are integral parts of your business, regardless of its size, this *Customer Service* training is essential for you and your frontline staff. Milton Hunt will provide your organization with the knowledge, methods, and expert guidelines to help you establish a competitive edge as we prepare to face a truly challenging decade! Today's organizations must perform rather than simply produce!

### **This course will cover the following:**

- The 4 C's of customer service is a major part of this training
  - Courtesy
  - Clarity
  - Commitment
  - Completion
- How to create an overall customer service philosophy and implement it each day
- How to deal with difficult customers
- How to defuse a negative situation before it becomes hostile
- Learn to listen to the customer's expectations
- Manage stressful situations more effectively
- Understanding the importance of clear communication, listening, and following through



### **Who should attend?**

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## **Communicating with Diplomacy and Tact**

### **COURSE DESCRIPTION:**

How well you communicate can make or break your professional image. Some people seem to be able to say the right thing no matter what the situation. Their ability to navigate through tense discussions opens doors in the business world that may have otherwise been closed. Become a master communicator!

### **This course will cover the following:**

- Learn to communicate efficiently with all levels of management
- Respond in a professional manner, even when you're out of your comfort zone
- Learn to diplomatically handle tough situations by knowing exactly "what to say when"
- Earn the reputation as a consensus-builder that gets things done with tact and finesse



### **Who Should Attend**

Professionals who want to advance their credibility with diplomatic communication should attend this valuable communication skills seminar.





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## **Building High Performance Teams**

### **COURSE DESCRIPTION:**

The purpose of this course is to give a realistic understanding of how to select, build and develop high performance teams. Imagine how much your team could accomplish if it functioned as one well-organized unit.

This team-building training shows you how to pull everyone together with a shared drive and purpose. Create an exciting synergy among your employees, mutual support within your group and a sense of interdependence and exchange.

### **This course will cover the following:**

- Explore ways to build team motivation and revitalize commitment
- Take away tools and resources that will instill team cohesiveness
- Gain personal insight about how their individual actions and behaviors either add to or detract from teamwork
- Learn the role and value of team leadership in achieving results
- Understand the necessity of effective communication
- Learn ways to utilize the resources and talents within the team
- Methods of problem solving and handling conflict and differences



### **Who Should Attend**

Team leaders, managers, directors and others who want to enhance their team-building and leadership skills.



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## Leadership vs Management

### **COURSE DESCRIPTION:**

This leadership training course is designed to help leaders-to-be get ready for their new challenges and responsibilities. You'll discover the heart, soul and mind of true leadership. You'll explore leadership roles as strategist, change agent, coach, manager, communicator, mentor and team member. And you'll learn how to develop your unique leadership style for maximum impact.

### **This course will cover the following:**

- Understand what a leader is and is not
- Project a more dynamic image
- Discover your own unique leadership style
- Determine which leadership attributes you already possess
- Get noticed by learning how to look and talk like a leader
- Find out what people expect and respect in a leader



### **Who Should Attend**

Experienced managers and executives and anyone who aspires to a leadership position or who is expected to provide leadership.



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## **Understanding the Value You Bring to the Workplace**

### **COURSE DESCRIPTION:**

Mr. Hunt will deliver a high impact message around understanding the personal value that you bring every day to the workplace as an employee. This session will include addressing the value of work performance, the value of work output, work attitude and your work communication. Most importantly Mr. Hunt will address your personal value, which is how you see yourself, what it takes to stay valuable in an ever-changing workplace.



### **This course will cover the following:**

- Position
- Teamwork
- Knowledge
- Customer Service
- Staying Relevant
- Attitude

### **Who Should Attend**

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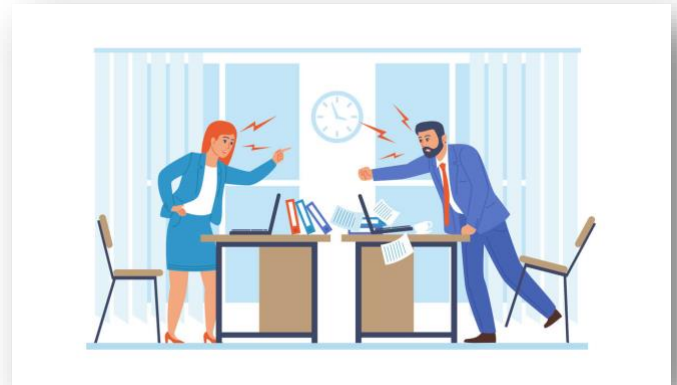


## **Hostile Work Environment**

### **COURSE DESCRIPTION:**

A hostile work environment exists when an employee experiences workplace harassment and fears going to work because of the offensive, intimidating, or oppressive atmosphere generated by the harasser.

This course reviews the concept of hostile work environments, which are created when employees act inappropriately, including the use of sexual innuendo, unwanted sexual advances, the telling of inappropriate jokes, the posting of inappropriate material, etc.



### **This course will cover the following:**

- Types of Harassment
- Examples of Harassment
- How Harassment Affects People
- Appropriate Workplace Humor
- Inappropriate Workplace Humor
- What is Retaliation?

### **Who Should Attend**

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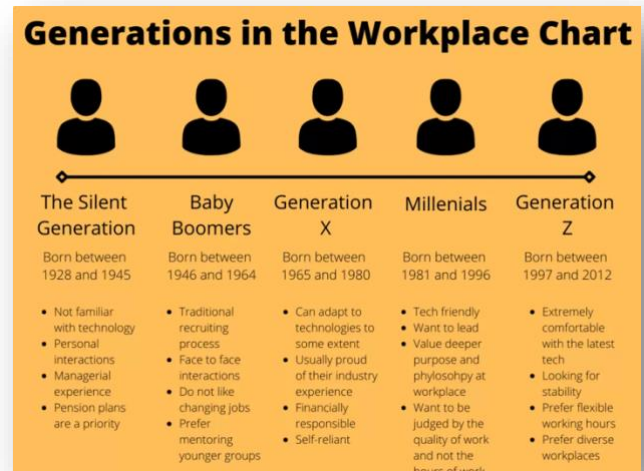
## Understanding Multiple Generations in the Workplace

### **COURSE DESCRIPTION:**

Our Generation Matters workshop raises awareness of the distinctive perspectives, motivations and expectations of each generation employed in your organization. This highly informative and eye-opening program provides substantive information and a base of useful knowledge from which your organization can develop appropriate and effective strategies and techniques for managing, motivating and retaining all of your multi-generational talent.

### **This course will cover the following:**

- Understand and respect generational differences and commonalities.
- Anticipate common generational clash points and develop strategies to navigate them.
- Identify how generational differences may affect communication and teamwork.
- Increase awareness for different generational needs and motivations.
- Build relationships and cohorts across generational divides.
- Turn negative stereotypes into positive working relationships.



### **Who Should Attend**

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## **Appropriate Workplace Conduct**

### **COURSE DESCRIPTION:**

Workplace conduct training is a program designed to educate employees on appropriate workplace behavior and conduct. The training aims to establish a respectful, professional, and inclusive work environment that is free from harassment, discrimination, and any other forms of misconduct.

### **This course will cover the following:**

- Laws and regulations related to workplace conduct, including anti-discrimination and anti-harassment laws
- Identifying and preventing harassment and discrimination in the workplace.
- Understanding the impact of biased language, stereotypes, and microaggressions
- Strategies for effective communication and conflict resolution in the workplace.
- Promoting diversity, equity, and inclusion in the workplace
- Reporting and responding to workplace misconduct



### **Who should attend?**

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## **Leadership Through Coaching, Mentoring, Discipline & Delegating**

### **COURSE DESCRIPTION:**

Leadership through coaching, mentoring, discipline, and delegating training is a program designed to help managers and supervisors develop and enhance their leadership skills in these specific areas. The training aims to equip leaders with the knowledge and tools to effectively lead and manage their teams, set clear expectations, provide feedback and support, and hold team members accountable for their performance.

### **This course will cover the following:**

- Coaching: Developing team members by setting goals, providing feedback, and guiding their professional development.
- Mentoring: Providing guidance, advice, and support to team members to help them achieve their long-term career goals.
- Discipline: Managing poor performance and misconduct by setting clear expectations, providing feedback, and holding team members accountable.
- Delegating: Assigning tasks and responsibilities to team members and empowering them to take ownership of their work.



### **Who Should Attend**

Managers, Supervisors, and Executives



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## **Work/Life Balance**

### **COURSE DESCRIPTION:**

This Work-Life Balance Training Course teaches you how to manage your time better and to be more efficient at work so you produce better results. It also assists you to focus on prioritizing tasks, setting accurate and achievable goals, and communicating better with peers at work and family members at home.

### **This course will cover the following:**

- Learn how to identify the areas that are in balance and out of balance in our lives
- We will identify how to care for your well-being and balancing the many roles of work and life
- Learn the 13 steps to living a well-balanced life
- Work-life balance strategies and tools for success
- The impact of stress from being out of balance in our professional and personal lives
- Tools for better prioritizing and planning activities
- How to improve your work-life balance
- Creating a culture that supports work-life balance



### **Who Should Attend**

All staff, managers and executives and anyone who is facing the challenges of balancing their work and life priorities.



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## **First Time Supervisors Basics**

### **COURSE DESCRIPTION:**

This course equips you with proven management techniques that you can put into action immediately...plus the tools savvy supervisors use to plan, organize, communicate and monitor effectively in every situation. You will gain a deeper understanding of your roles and responsibilities.

### **This course will cover the following:**

- Understand what a leader is and is not
- Influence and build relationships within and across organizations
- Get noticed by learning how to look and talk like a leader
- Find out what people expect and respect in a leader
- Negotiating your goals up and down the ladder
- Overcoming roadblocks and obstacles



### **Who Should Attend**

For new managers, supervisors, management trainees — anyone who supervises people and wants to learn their true leadership style; boost productivity, morale and the quality of employees' work.



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## **Creating a Positive Work Environment**

### **COURSE DESCRIPTION:**

A positive workplace culture is a place where the engaged workforce boosts productivity, encourages creativity, and helps you retain talented employees. This in turn will make your organization more profitable and innovative and will strengthen your employees' work ethic. This high impact and engaging training will address how to create a positive workplace culture.

Remember... "If you create a great place to work, great work takes place."

### **This course will cover the following:**

- How to celebrate our differences in the workplace
- What the components of a healthy workplace culture are.
- How culture is developed, adopted and implemented.
- We will explore what the word "RESPECT" means in the workplace.
- Finally we will talk about the belief systems, the attitudes and behaviors that will encourage a healthy workplace culture.



### **Who Should Attend**

Employees at every level within your organization will benefit from this training





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## **Transitioning Back to Work After The Pandemic**

### **COURSE DESCRIPTION:**

When businesses call employees back from remote work, they encounter the challenges of managing for safety while reorienting workers and restoring productivity. Some will create a hybrid workforce combining on-site and remote workers. Milton Hunt draws on extensive professional and personal experience to coach employees and managers to thrive in this “new normal.”

### **This course will cover the following:**

- Establish best practices and ground rules for meetings, events, and enclosed spaces such as conference rooms. Vendor, visitor, and delivery policies may need updating, too. Consider COVID’s impact on essential travel, as well
- Anticipate and plan for expanded sanitation procedures, altered seating arrangements/ working conditions, and support for employee well-being
- Foster an expectation of responsibility and mutual benefit: We are all in this together. Let’s all do our part to help keep our workplace healthy
- Rumor control will help employees process company policy versus what they learn on the Internet, in the hallways, and on the news



### **Who Should Attend**

Employees at every level within your organization will benefit from this training



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## **Managing Remote Employees**

### **COURSE DESCRIPTION:**

Organization's need to focus on what can be done to improve the work experience for the remote employee. More productivity can be generated in a group than by one person alone, the key is how we make them feel part of a team and not alone. With the new flexible work schedule and higher demands on the remote worker it's important that we conduct this meaningful training.

### **This course will cover the following:**

- Over-Monitoring Employees
- Uncertainty of the Pandemic
- The Unseen is Hard to Trust
- Stages of Building Trust
- Building Trust Thru Clearer Communication
- Isolated Work Environments Produce Lots of Misconceptions
- Managing Expectations in a Remote Work Environment
- More Than Ever We Must Become Better Listeners
- We Must Support Our Remote Workers and Show More Empathy
- Build a Winning Team for Success



### **Who Should Attend**

Experienced managers and executives and anyone who aspires to a leadership position or who is expected to provide leadership.



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## **Building Trust in the Workplace**

### **COURSE DESCRIPTION:**

Building trust in the workplace goes beyond relationship building. High levels of trust increase productivity and employee engagement. When people trust each other, things simply run smoother and more efficiently. When trust is low, it bogs down people and at the same time increases costs. Building the skills of trust increase career success and personal achievement.

We will talk about the 3 C's of building trust; competence, character, and consistency

### **This course will cover the following:**

- The foundation for building trust in the workplace
- Why some people are trusted and why others aren't trusted
- The characteristics of being a trustworthy person



### **Who Should Attend**

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## **How to Foster a Culture of Respect**

### **COURSE DESCRIPTION:**

Imagine trying to work freely, collaboratively and creatively with someone you don't respect, or who doesn't respect you. Maybe you don't need to imagine!

Lack of mutual respect not only gets in the way of your work, but it can also damage your relationships and your self-esteem. And it could lead to illegal or unethical behavior such as bullying or harassment.

So, it's important to share respect with everyone you meet, however different from you they may appear to be – whether because of age, ethnicity, sexual orientation, physical ability, experience, skill, education, or religion, for example.

### **This course will cover the following:**

- Improved well-being and decreased absenteeism
- How to develop a more positive and focused working atmosphere
- The importance of trust and open communication
- The importance of collaborative decision making
- Better creativity, problem solving and innovation approaches
- How to develop a reputation for fairness and ethical strength



### **Who Should Attend**

Employees at every level within your organization will benefit from this training



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## **Employee Engagement During Difficult Times**

### **COURSE DESCRIPTION:**

Employee engagement is a state of functioning in an organization wherein employees are motivated to contribute to the organization's success. Employees give their best and make additional efforts to accomplish important tasks in order to reach common objectives.

Generally speaking, employee engagement is a workplace method designed to improve an employee's feelings and emotional attachment to the organization, their job duties, and position within the organization, their fellow employees, and the organizations culture.

### **This course will cover the following:**

- The keys of engagement
- The power and influence of actively engaged employees
- Dealing with the distractions that undermine engagement
- Creating a routine that ensures continual engagement



### **Who Should Attend**

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## **Servant Leadership**

### **COURSE DESCRIPTION:**

This training is designed to help leaders adopt a servant leadership mindset and practice that prioritizes the needs of others, fosters collaboration, and drives organizational success. By becoming servant leaders, leaders can create a positive and empowering work environment, inspire and motivate their team members, and foster a culture of service and excellence.

### **This course will cover the following:**

- The key principles of servant leadership: empathy, humility, empowerment, and stewardship
- Developing the ability to listen, understand, and connect with team members
- Cultivating a humble and self-aware leadership approach that recognizes one's limitations and the value of the team's collective skills and abilities
- Developing the skills to coach and mentor team members, delegate tasks, and give them the freedom and resources they need to succeed
- Understanding the responsibility of leaders to act with integrity, make ethical decisions, and consider the long-term impact of their actions on the team and the organization



### **Who should attend this**

Experienced managers and executives and anyone who aspires to a leadership position or who is expected to provide leadership.



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## **Past Recommendations**

### **Kim Gracyalny, Team Supervisor at U.S. Department of Veterans Affairs**

I attended Milton's resiliency training this week and would have to say it was one of the most motivating and engaging trainings I have had thus far at the VA. His energy throughout the presentation was addictive and his words have stuck with me. I am excited to lead my team and use what I have learned. You could definitely feel by the other attendees' comments that Milton's messages were received the same as I was experiencing them. I was energized and ready to take on the day with a new vigor. I highly recommend this training to any employee at any level.

### **Brandi Chilton, Supervisory Medical Support Assistant for the VISN1 Clinical Contact Center**

I took the "Resiliency During Times of Uncertainty" webinar through the VA with Milton Hunt. The webinar was very insightful, interactive, and exciting. Milton Hunt knows how to get a crowd going and staying positive. I have never enjoyed a webinar so much before. I took back to my team many of the things I learned. I took the "Resiliency During Times of Uncertainty" webinar through the VA with Milton Hunt. The webinar was very insightful, interactive, and exciting. Milton Hunt knows how to get a crowd going and staying positive. I have never enjoyed a webinar so much before. I took back to my team many of the things I learned.

### **Chanda Plair, Federally Employed Women Veterans Affairs Monumental Women Chapter President/Leadership VA (LVA) Class of 2019**

Milton's presentation was very engaging, and he showed enthusiasm and genuine care and concern for the topic. I would highly recommend Milton as a speaker. Milton's presentation was very engaging and he showed enthusiasm and genuine care and concern for the topic. I would highly recommend Milton as a speaker.



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**Tia Douglas, Diversity, Equity and Inclusion Practitioner**

We invited guest speaker Milton Hunt to present one of his most requested addresses, "Native Americans: We are not a people of the past, we are a people of the present."

We were honored to hear from Milton who shared his experience as a Native American man in the United States. He shared stories, provided eye-opening statistics and offered resources for Wellstar team members to use in the support and advocacy for Native Americans in Georgia.

Thank you Milton Hunt for a phenomenal presentation!

We invited guest speaker Milton Hunt to present one of his most requested addresses, "Native Americans: We are not a people of the past, we are a people of the present." We were honored to hear from Milton who shared his experience as a Native American man in the United States. He shared stories, provided eye-opening statistics and offered resources for Wellstar team members to use in the support and advocacy for Native Americans in Georgia. Thank you Milton Hunt for a phenomenal presentation!

**Kimberly McCallum, SHRM-SCP, VP/Human Resources & Marketing at Interior Federal Credit Union**

Milton's energy impacts everyone in a positive way! He puts a smile on your face just through his interpersonal skills. He is helpful and resourceful. He led my team to new solutions that we would have never imagined. We look forward to working with Milton more in the future. Highly recommend. Milton's energy impacts everyone in a positive way! He puts a smile on your face just through his interpersonal skills. He is helpful and resourceful. He led my team to new solutions that we would have never imagined. We look forward to working with Milton more in the future. Highly recommend.

**Glorimar Maldonado, Diversity Program Manager at USPTO**

Milton spoke at the USPTO recently and during the LULAC National Convention—and everyone who participated in one or both events were blown away by Milton's authentic, open and engaging presentations. USPTO is bringing Milton back in November and again in 2023 to shake things up and get even more folks excited about enhancing their



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leadership skills and promoting DEIA. I highly recommend Milton to any organization looking for a dynamic speaker!

### **Joseph Kass**

I highly recommend Milton for your next company event! He presented at our company conference and brought so much energy and enthusiasm to the room. Typically corporate events can be a bit stuffy or low energy but Milton really grabbed everyone's attention and out smiles on every face. I can say we all walked away from his presentation ready to be better versions of ourselves and filled with the confidence to be successful! I highly recommend Milton for your next company event! He presented at our company conference and brought so much energy and enthusiasm to the room. Typically corporate events can be a bit stuffy or low energy but Milton really grabbed everyone's attention and out smiles on every face. I can say we all walked away from his presentation ready to be better versions of ourselves and filled with the confidence to be successful!

### **Lindsay McPhail, SHRM-CP, Senior HR Professional**

Milton did an amazing job speaking at our employee conference! He engaged with employees during and after the sessions and incorporated our conference theme and company's keys to success along with his presentation on Maximizing Your Potential. Our staff loved his session and we've had lots of positive feedback that it was their favorite session! Milton was a pleasure to work with leading up to the conference and coordinating logistics. I would highly recommend him for any speaking engagement where you are looking for quality training and an inspiring message from a very engaging speaker!