



**Milton Hunt**

**An Edu-tainer**

**A Motivator and**

**An Energizer!**

## **Training & Speaking Catalog**

**Employee Training  
Motivational Speaking  
Employee Coaching**

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# Introducing Milton Hunt

## Who Is Milton Hunt?

For more than 25 years, Milton Hunt has lived all that he teaches and speaks in his Employee Training, Motivational Speaking, and Employee Coaching services and programs. Hunt is a Native American, a member of the Lumbee tribe. Having embraced his heritage, the principles, methods, and messages he utilizes and shares with clients and audiences are a blend of both professional expertise and personal experience. Hunt recognizes vulnerabilities among populations and unifies cultural and generational differences among individuals and groups of all ages. Those who engage with Hunt easily identify with him and they sense, “He understands me.” And he does. Hunt has trained and coached in the corporate, government and private sectors. He also is a keynote and motivational speaker, an “edu-tainer,” known for delivering powerful and proven ideas in informative, captivating, and exciting ways. In all endeavors, Hunt performs with high energy and immense dedication.

## Services/Programs

- ❖ **Employee Training:** Engaging your finest resources, employees, to meet and exceed their potential and accelerate your business success
- ❖ **Motivational Speaking:** Providing solutions-based keynote addresses, workshops, and seminars in a one-of-a-kind “edu-tainer” style
- ❖ **Executive Coaching:** For all types of Professionals, providing customized tools that enable you to achieve both personal and professional goals
- ❖ **Business Development Guidance:** Strategic and tactical planning to grow your company/organization and significantly improve your bottom line

## Outstanding Accomplishments

- ❖ Appointed by the Secretary for the Department of Transportation to the Maryland Minority Business Enterprise Advisory Committee for the Maryland Commission on Indian Affairs. This appointment was made by the State of Maryland’s Secretary for the Department of Transportation.
- ❖ Greater Baltimore Committee – Graduate, GBC Leadership Class
- ❖ Founder/President, Maryland Home-Based Business Association
- ❖ President, The Business Resource Guide
- ❖ Awards: Minority Business Enterprise Advocate of the Year; Small Business Association; “Top 40 Under 40” – Baltimore Business Journal; “Power Ascending” – Warfield’s Business Record
- ❖ Anchored the television series “Be Your Own Boss” for Essex Community College
- ❖ Baltimore County Government, Minority Business Enterprise of the Year 2010
- ❖ Executive Director, Baltimore American Indian Center
- ❖ Adjunct Professor at several educational institutions in the region
- ❖ Many additional community and civic awards

# Milton Hunt's Personal Mission Statement

**“My mission in life is to leave the world a better place as a result of my being. I want to positively impact the world and make a difference in the lives of my fellow men. I want my family to experience the quality of life and experiences that will give them the platform they need and deserve.**

**For myself, I am committed to the lifelong process of growth and personal development each and every day.”**





# Employee Training

## Overview

Milton Hunt offers powerful and practical business-learning solutions for employees, managers, and top executives. We provide our clients with high quality programs that foster individual and organizational development. We have always been firm believers in an interactive and engaging instructing style—an evolutionary step beyond traditional lecturing.

From theory to strategy to proven practical tools, Milton Hunt provides full service, soft skills, onsite training to help organizations achieve their performance goals by providing hands-on consulting and training services. We utilize readily applicable ideas and solutions to prepare participants for real-world situations. There, in the company of colleagues with similar responsibilities and interest and with easy access to the course instructor, information is transferred, ideas and questions are formulated, possible solutions are discussed, and an educational process occurs that is all but impossible to achieve in any other practical situation.

Milton Hunt **offers both off-the-shelf and customized** onsite training programs to companies, government, associations, universities, and other organizations that want to train people in the skills rarely taught in school. Milton Hunt's training is flexible. We work to your schedule. Morning, afternoons, evenings, weekends: you choose the time. Our courses are customized to meet your organization's specific needs. Our keynotes, workshops, and seminar programs are solution based. Tell us about your programming needs and we will work closely with you to develop dynamic content that delivers practical information easily reinforced long after the training session has ended.

Our ability to “create your own” training program, enables us to meet your training needs. You may choose materials from our existing library or we can design a customized program just for you. No more cookie-cutter lesson plans, but rather an individualized training program to maximize your employee's time and your company's resources.

## **Topics – Select From The Following Or Request A Customized Program**

### **COMMUNICATION**

#### **Communicating With Tact And Diplomacy .....**

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!

##### **How You Will Benefit**

- ❖ 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.

#### **Public Speaking .....**

Effective executive speaking is what distinguishes the successful professional from everyone else. Public speaking skills are critical to your success, and to your individual and corporate image. Learn to use powerful tools and techniques to turn every presentation or public speaking opportunity into a rewarding experience.

##### **How You Will Benefit**

- ❖ Speak and think with greater clarity and purpose, stressing key ideas
- ❖ Face an audience or camera with confidence and control
- ❖ Shape and organize your public speaking and presentations to get the response and results you want
- ❖ Conquer fear of public speaking and negative stress
- ❖ Make your performance skills, sense of humor, and personality work for you

##### **Who Should Attend**

This seminar is recommended for every professional who must speak in front of groups, make presentations, sell ideas to others, or face cameras and microphones.

## **CUSTOMER SERVICE**

### **Excellence In Customer Service**

If customer service and satisfaction are integral parts of your business, regardless of its size, this training program is essential for you and your frontline staff. Your organization will gain the knowledge and learn methods and expert guidelines to help establish a competitive edge in this truly challenging decade.

Today's organizations must perform rather than simply produce!

### **How You Will Benefit**

- ❖ Increase customer satisfaction
- ❖ Know what customers expect
- ❖ Increase your credibility with customers
- ❖ Increase your value to your organization
- ❖ Manage stressful situations more effectively
- ❖ Learn how to deal with difficult customers

### **Who Should Attend**

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staffs.

## HUMAN RESOURCES

### Conflict Management.....

Conflict is all around us, but most people try to avoid it because they lack basic conflict management skills. Conflicts are a natural part of any relationship and of any group. When handled constructively, they are extremely valuable opportunities. Knowing how and why we respond to conflict the way we do provides us with awareness for building skills for positive conflict resolution.

#### How You Will Benefit

- ❖ Recognize how staff members individually handle conflict
- ❖ Discuss the causes and value of conflict
- ❖ List characteristics of conflict resolution styles
- ❖ Identify most effective resolution mindset
- ❖ Practice more effective skills for listening and building rapport

#### Who Should Attend

Professionals who want to expand their conflict management skills understand their own emotions and behaviors when addressing conflict and find productive ways to manage conflict.

### Creating A Respectful And Harassment-Free Workplace.....

Teasing, hazing, gossiping, retaliation are unacceptable. Everyone, regardless of position, title, or level in an organization, is responsible for creating a respectful and harassment-free workplace. This program addresses harassment in all its forms, giving employees the tools to resolve situations before they escalate. Employees will learn what to do and how to respond if they are victims of, or witnesses to, any form of harassment or discrimination.

#### How You Will Benefit

- ❖ Describe how and why maintaining a respectful and harassment-free culture benefits them and the organization
- ❖ Explain the difference between inappropriate, prohibited, and illegal behavior
- ❖ Identify behaviors that could escalate into more serious situations
- ❖ Respond appropriately to defuse situations and prevent them from escalating

#### Who Should Attend

All managers, supervisors and employees should attend this seminar.



**Diversity - Mutual Respect Equals Success In The Workplace.....**

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, and give you new ways to deal with and relate to people.

**How You Will Benefit**

- ❖ 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.

**Generational Differences In The Workplace .....**

Working age Americans fall into four main generations, defined as an identifiable group that shares birth years: traditional, baby boomers, Generation X and Generation Y. Each generation differs in areas such as attitude toward work and job expectations; employer loyalty; preferred learning styles and training needs; acceptance of supervision; and desire for work/life balance. Blending the four generations to create a dynamic work force is the focal point of this employee training program.

**How You Will Benefit**

- ❖ Gain an understanding of the values of each generation
- ❖ Gain an understanding of communication styles of the different generations and how to implement each
- ❖ Learn how to best supervise different drivers and “hot buttons” for each group

**Who Should Attend**

Anyone in management who oversees/supervises a group of multi-generational people.

### **Life Balance.....**

It's hard to succeed at work and at home when both are filled with goals, expectations, and demands. Finding the right balance can increase your productivity and improve your attitude. Put more balance in your life! If you are feeling out of balance, you are not alone. Survey after survey reveals that Life Balance is a more important motivation for workers than pay or status. People want their lives back. There is help!

#### **How You Will Benefit**

- ❖ Learn how to balance the physical, mental, and emotional aspects of life
- ❖ Recognize thoughts, feelings, and behaviors associated with stressful situations
- ❖ Categorize common symptoms
- ❖ Discern the difference between positive stress and negative stress
- ❖ Determine your levels of personal and work-related stress

#### **Who Should Attend**

This training workshop is ideal for anyone who craves balance in their life.

### **Working Under Pressure .....**

Projects change, glitches foul up the schedule, people don't perform, deadlines are shortened, and everyone goes crazy as chaos reigns. Right? No more! You'll learn fall-back formulas that factor in time for human error, keys to making that "no way" deadline, and strategies for anticipating team and project problems so you can head them off. You'll find out how to focus your efforts where they'll make the biggest difference in your results.

#### **How You Will Benefit**

- ❖ How to deal quickly and confidently with inevitable project changes
- ❖ How to avoid making mistakes when you're under pressure
- ❖ Tactics for avoiding the pressure to do more when your plate is full
- ❖ Keys to making way for the "no way" deadline

#### **Who Should Attend**

Professionals who want to take control of their time and learn better delegation skills should attend this seminar.

## LEADERSHIP

### Change Management.....

“The times they are changing, but change is a fact of life.” And while you may want to run away rather than face a change in your personal life, a change in the work force is something to which you *must* adapt. Co-workers leave, new bosses come on board, organizational policies change—transitions are a fact of life. Learn to become comfortable with adjustment and adaptation.

#### How You Will Benefit

- ❖ Recognize the forces that cause change
- ❖ Raise the awareness of your team to the importance and impact of these forces
- ❖ Keep your competitive edge by anticipating and adapting to change
- ❖ Establish compelling communication strategies to drive change in your team
- ❖ Be recognized as a “change agent”

#### Who Should Attend

Vice presidents, executive directors, directors, senior managers, division managers, and others with strategic leadership roles will benefit from this seminar.

### Leadership vs. Management .....

All leaders are good managers. But not all managers are good leaders. This leadership training course is designed to help individuals understand the roles of leadership and management, and when to apply them. 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.

#### How You Will Benefit

- ❖ Understand what a leader is and isn’t
- ❖ 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.

**Leadership and Team Development.....**

Developing leadership skills is crucial. Learn how to apply a consistent theory in leading your team and teach critical leadership skills. You'll also learn how to assess the qualities and skills of each team member, and methods to draw the best and most out of them. Employees fall into three categories, and understanding ways to nurture their development is key to achieving the team's goals.

**How You Will Benefit**

- ❖ Develop a high-performance team by first developing leadership skills
- ❖ Emphasizing the importance of vision in aligning team performance
- ❖ Clearly visualize your goals and communicate them to your team
- ❖ Examining the leader's role as motivator and coach

**Who Should Attend**

New managers, team leaders and business professionals interested in acquiring effective leadership skills.

**Teamwork/Teambuilding .....**

The purpose of this course is to give a realistic understanding of how to select, build, and develop high performance teams. Imagine how much more 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.

**How You Will Benefit**

- ❖ Explore ways to build team motivation and revitalize commitment
- ❖ Take away tools and resources that will instill team cohesiveness
- ❖ Gain personal insight about how team members' 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
- ❖ Learn methods of problem solving and handling conflict and differences

**Who Should Attend**

Team leaders, managers, directors, and others who want to enhance their teambuilding and leadership skills.

## MANAGEMENT

### Leading Effective Meetings.....

If you have too many meetings that are unproductive and unnecessary, unfocused and repetitive, or just too long and seem to go nowhere, this seminar will show you how to take charge, create enthusiasm and energy, and make every meeting matter.

#### How You Will Benefit

- ❖ Develop a goals-focused and realistic agenda
- ❖ Increase the effective use of all available business resources
- ❖ Improve intra-organizational communication and bolster morale
- ❖ Lead and facilitate meetings more effectively
- ❖ Encourage and increase participation by all attendees

#### Who Should Attend

Anyone who conducts meetings and wants to apply proven techniques to create energy, enthusiasm, and the structure necessary to make meetings work more effectively and productively.

### Consensus Building .....

Consensus is a decision-making process that works creatively to include all persons making the decision. It takes into account and validates every participant. Each person has a voice. Whether the group is 5 or 500, facilitating the actions and activities involved in the decision-making process, consolidating opinions, and ultimately achieving unity takes specialized skills. This program teaches managers the entire process.

#### How You Will Benefit

- ❖ Learn tools for responsiveness, such “buy in” and “what’s in it for me?”
- ❖ Understand motivating factors of individuals to build consensus
- ❖ Identify and overcoming obstacles and barriers to achieving agreement

#### Who Should Attend

Those in a position requiring consensus building and collaborative agreement among departments, organizations, and customer bases (internal and/or external).

**Meeting Tight Deadlines/Delegating .....**

This course is designed to help you make the most out of your time. You will learn skills and techniques to prioritize your work, avoid time-wasting events, and communicate what you want and what you don't want. Do you have trouble delegating? Are you frequently putting in overtime? You may be working harder but not smarter. Gain real-world practice in delegation strategies that will reduce your stress level, empower your staff, and build morale.

**How You Will Benefit**

- ❖ Learn time management techniques
- ❖ Learn what to assign and whom to select
- ❖ Learn how to juggle a wide variety of tasks and activities
- ❖ Eliminate missed deadlines
- ❖ Prevent miscommunication when setting tasks and expectations
- ❖ Exhibit greater confidence in assigning work and responsibilities

**Who Should Attend**

Professionals who have direct reports or work in a team environment and want to take control of their time and learn better delegation skills.

**Organizational Politics, Influences And Alliances .....**

This seminar presents a sophisticated approach to managing that reveals the hidden truths about organizational politics and management success today. You will learn to understand and control all of the forces that shape your career, and get what you need for and from your team.

**How You Will Benefit**

- ❖ Understand the processes that go into high performance
- ❖ Learn to better manage your interactions and relationships with colleagues across the organization
- ❖ Discover how to successfully manage your political image
- ❖ Use communication to influence others and strengthen your organizational alliances

**Who Should Attend**

Team managers, project managers, and senior managers with significant experience under their belts who need to master organizational politics.



### **Staff Performance: Motivating, Praising And Criticism .....**

This seminar will give you practical strategies to get more out of every employee by creating excitement and engagement, leading to greater motivation and productivity. You will also learn how to confidently handle the conversations with employees that you've been dreading.

#### **How You Will Benefit**

- ❖ Build trust, loyalty, and excitement across your organization
- ❖ Improve engagement, motivation, and retention
- ❖ Approach nonperformers in a way that earns their trust
- ❖ Give feedback in a way that fosters respect and cooperation
- ❖ Learn techniques for dealing with uncomfortable situations
- ❖ Coach employees with positive motivation techniques
- ❖ Discipline compassionately, without being a pushover

#### **Who Should Attend**

Managers and individuals with management responsibilities whose success depends on managing people effectively and efficiently.

## **MORALE/PERSONAL DEVELOPMENT/MOTIVATION**

### **Maximize Your Potential.....**

Learn how to be more effective, acquire improved interpersonal and leadership skills, and increase productivity and morale—both personally and professionally. Utilize seven master keys to Maximize Your Potential. Learn how to integrate these practices into your daily life, and how to set and achieve goals: Purpose, Relationships, Self Image, Fortitude, Self Discipline, Life Plan, and Attitude.

#### **How You Will Benefit**

- ❖ Improving your professional and personal image in the eyes of coworkers, customers and senior management
- ❖ Develop a deeper understating of how your self image influences your decisions
- ❖ Learn how to steer away from self destructive behavior
- ❖ Develop a life plan that is focused and obtainable
- ❖ Identify the negative triggers that destroy your attitude

#### **Who Should Attend**

Leaders, directors, supervisors, entrepreneurs, and anyone searching for a plan to lay down the past and strive for the goals of tomorrow will benefit from this highly motivational seminar.

## **STAFF DEVELOPMENT**

### **Effective Goal Setting .....**

In this session, you will develop the skills needed to effectively set strategic and organizational goals and motivate employees to achieve success. This interactive training program provides you with opportunities to develop their communication skills, empower employees, and set specific and challenging goals for different situations.

#### **How You Will Benefit**

- ❖ Rank goals and develop the persistence to attain them
- ❖ Create an action plan and set strategic goals
- ❖ Use goal setting as a management technique
- ❖ Develop a goal setting plan
- ❖ Learn how to apply the SMART formula

#### **Who Should Attend**

This is one training workshop that everyone in your company should attend.

### **Time Management: Managing Multiple Projects and Meeting Deadlines .....**

This seminar gives you tools to find a balance, achieve your goals, and be more effective and productive. In this session, you will develop the skills needed to set strategic and organizational goals and motivate employees to achieve success. This interactive training program provides you with opportunities to develop their communication skills, empower employees, and set specific and challenging goals for different situations.

#### **How You Will Benefit**

- ❖ Set and accomplish goals
- ❖ Create priorities and establish realistic boundaries
- ❖ Recognize and deal with time-wasters
- ❖ Improve concentration and efficiency
- ❖ Break indecision and procrastination habits
- ❖ Use technology to help manage time
- ❖ Create and recharge positive energy

#### **Who Should Attend**

Business professionals who want greater control of their time should attend this time management seminar.

## Testimonials - Employee Training

*“My staff was energized throughout the training and afterwards. We have already seen significant changes in the attitude of several staff members. They have gone from withdrawn, negative, complaining and suspicious to energetic, friendly, and purposeful. I would gladly recommend your training courses to anyone looking for a trainer with the ability to easily create an atmosphere of introspection that allows staff to regain their sense of purpose and zeal for performing at their best. I was especially pleased that you took the time to meet with my leadership team to identify our training needs and tailor your class to meet them. In reviewing the evaluations, 79% rated your training extremely helpful and the remaining 11% rated it very helpful. I have never seen a training class where **all** the participants rated the class so high. Job well done!”*

Elaine Hutchison  
Supervisor  
Baltimore County Department of Social Services

*“You are truly a master at what you do. You deliver your information to audiences in a way that captivates everyone’s attention and keeps them engaged with what they are receiving. I am very honored and inspired by your presentations and I am grateful of having had the opportunity to witness such presentations as Team Building and Legacy Leadership. I received numerous calls from the other managers who shared with me how they gained so much information from what they were taught by you and that they enjoyed your presentation in a big way. You are a gift to people who hear your presentations because you leave them wanting more and you also leave them feeling they have been fed and fueled with information that will only enhance how they perform their leadership duties.”*

Pamela E. Hardy  
Director, Loch Ridge Center Branch  
Municipal Employees Credit Union of Baltimore, Inc.

*“You have a candid way of making our audiences interactive and your delivery of both trainings have been well received. Because you are able to combine logic, personal experience as well as being a subject matter expert on your topics, our employees have gain a greater awareness of themselves and the goals they need to develop. You have guided them into new an unfamiliar territory and the old clichés and comfort zones are beginning to be a thing of the past! Thank you for bringing your expertise to each session and your passion as well!”*

Yvette R. Harris  
Chief, Developmental Programs  
State Highway Administration  
Maryland Department of Transportation

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## Employee Training — continued

*“The VA Leadership Conference was a total success and Milton received HIGH GRADES for his numerous presentations over the 5 days. He is an entertaining presenter and great with customers.”*

Skip Pettit  
President  
International Training Consortium, Inc.

*“Thank you for an excellent presentation...It was an incredibly hot day with temperatures exceeding 100 degrees. As luck would have it, we were in a facility without air conditioning. Despite the environmental challenge, you not only provided the information I had hoped for, but fully engaged the staff in the presentation as well...Your presentation was relevant to all in the group despite the wide range of diversity in their jobs. You provided the group coping skills in managing change...and reminded them that change can be of benefit. Thank you for a stimulating and thought-provoking presentation.”*

Stephanie L. House, MA, CPRP  
Chief of Administrative Services/Department of Health  
Baltimore County Maryland

*“Both workshops on cultural diversity and supplier diversity, were well developed, content rich, and delivered in the professional manner Hunt International is known for. The workshops were also well received by our employees as evidenced by the high return rate and positive feedback received on the evaluations...I can attest first-hand to the positive impact Mr. Hunt’s skills and knowledge have on improving sensitivity to diversity matters. The exercises conducted by Mr. Hunt during the supplier diversity workshop, in particular, have made a lasting impression on my team.”*

Towanda R. Livingston  
Director  
Small, Local and Minority Business Enterprise Office

# Motivational Speaking

## Overview

Looking for a high-impact, energized speaker and trainer who presents on numerous topics relative to organizational effectiveness? If you're looking for a way to start, rejuvenate the energy at mid-point, or wrap up your meeting in an informative, yet entertaining way, then Milton Hunt is speaker for you. Milton Hunt is available for keynote addresses, workshops, seminars, breakout sessions, and master of ceremonies.

To be a motivational speaker means to be a messenger of empowerment, prompting our spirit and awakening the utmost that is to be found in each of us. A true motivational speaker is one that lives by example rather than putting on an act for the audiences. Motivational speaking is not a profession that can be learned; for it is not the words that make the difference but rather the person speaking them.

Milton Hunt's presentations are entertaining and inspirational. They use personal examples to illustrate that despite our circumstances, our dreams can be fulfilled. Milton Hunt illustrates that through the principles of personal responsibility, we can all become "master of our fate, and captain of our soul." The programs are highly educational, informative approaches to successful living—both personally and professionally. Audiences from Fortune 500 companies to associations have benefited from their thought-provoking formula, which includes human relations, communication, and personal development.

Personal development is an area Milton Hunt speaks to with great success. Everyone attending this session acquires information and insight they can apply every day. The result is results...improved negotiation skills and enhanced interactions with colleagues, customers, and family, not to mention the sensational meetings!

## “Motivational Speaking” Topics

Motivational Speaking topics are developed and customized according to the audience demographics, purpose of the event, and other specific requirements of the organization or business.

### Testimonials - Motivational Speaking

*"I can't thank you enough for taking your time to join us for the last two Alliance Procurement fairs – Alliance Baltimore and Alliance Mid-Atlantic. Your presentation was one of the most energetic, if not THE most energetic presentation that the Alliance Conferences has ever seen! Milton, you so involved the audience that they were actually (happily) grabbing your microphone and introducing themselves and their professions. In Atlantic City, you captivated the group of 400+ by walking all around the huge room and engaging them with your wit, confidence, and knowledge of networking and company building. You need to be everywhere to motivate small businesses to go beyond the mundane and build their companies. Your truly know how to get a crowd enthused, especially after lunch!"*

Cathy Doerr  
ShowWorks Inc. Event Organizer  
Alliance Procurement Fairs

*"We had the pleasure of Mr. Hunt serving as a motivational speaker for the 14<sup>th</sup> Annual African-American Credit Union Coalition Conference (AACUC). The Conference was held August 1-4, 2012, in Charleston, South Carolina. We are a 200-plus membership organization consisting of credit union professionals and volunteers across the United States and the Caribbean.*

*Hunt is an excellent presenter and was a tremendous asset to the conference. He not only motivated the audience, but provided beneficial coaching and training to those in attendance. In fact, Hunt received an overall excellent rating from attendees completing the conference evaluations, and we received numerous requests to invite Hunt to speak again. There was ample opportunity for audience participation.*

*We've already booked Hunt to speak at our 15<sup>th</sup> Annual AACUC Conference in Detroit in 2013. It is without any hesitation that I recommend Milton Hunt as a motivational speaker, employee coach, and trainer for organizations desiring professional development and growth."*

Lillian Priest  
Executive Director  
African-American Credit Union Coalition

*"Milton Hunt was an exciting and motivating speaker at the Baltimore City Community College's 2012 Summer Student Affairs Academy at the Baltimore World Trade Center. He spoke to a diverse group of student affairs professionals on 'Leadership – We All Have What It Takes.' Mr. Hunt's presentation was thoroughly researched, well presented, holding the attention of all those in attendance. He was the utmost professional to work with..."*

Dr. Alicia B. Harvey-Smith  
Vice President of Student Affairs  
Baltimore City Community College

*"Thank you for conducting such an energizing, invigorating, and thought-provoking session during our quarterly employee meeting. Many employees at Municipal Employees Credit Union of Baltimore, Inc. continue to approach me and comment on how your program 'Maximizing Your Potential' provided them with insight and encouragement regarding their professional and personal lives. You are truly one of the best speakers we've had at our organization. Your personal stories, life experiences, and engaging delivery are unforgettable."*

Michelle D. Williams  
Director of Employee Development  
Municipal Employees Credit Union of Baltimore, Inc.



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## Motivational Speaking — continued

*“On behalf of the Maryland Transportation Authority, I wish to express my sincere thanks and appreciation to you for presenting two workshops on "Diversity- Mutual Respect Equals Success" and "Communicating with Tact and Diplomacy" at the Authority's third Annual Diversity Conference. Your workshops were outstanding. I have received many complimentary remarks about them.”*

Louis W. Jones  
Chief of Equal Opportunity & Diversity  
Maryland Transportation Authority

*“I'd like to take this opportunity to thank you for the outstanding presentations you gave at the Maryland Aging Network Conference in Ocean City, Maryland. We received very positive comments from our participants. Your approach to leadership and personal development was easy for everyone to relate to, entertaining, and, most importantly, extremely valuable to all of us.”*

Joanne E. Williams  
Chief  
Senior Centers & Community Services Committee Chair  
Maryland Aging Network Workshop  
Baltimore County Maryland

*“Thank you for the training session you provided on ‘Maximizing Your Potential’ given to the State Highway Administration’s ‘Stepping Into Success!’ Program Kickoff...Our program participants were captivated by your presentation and walked away with successful tools to begin/continue climbing their ‘ladders of success.’ Your seven different principles inspired our team members and we promise to help them continue strengthening themselves in those specific areas you mentioned (i.e., purpose, relationships, self-image, fortitude, self discipline, life planning, and attitude). As expected, you proved to be the ‘ideal speaker for any setting.’”*

Yvette R. Harris  
Program Manager  
State Highway Administration

*“Milton Hunt is a fantastic speaker and great entrepreneur...He always has a good message, and he excites the audience. He is so good that I suggest that he speak at the next national convention.”*

DeVance Walker, Jr.  
Chief, Small Business Services  
Montgomery County Maryland

*“My Department has been working through a period of change...The immediate challenge included motivating all managers to go beyond the requirements of their jobs and take the initiative at every opportunity. In short, management needed to be proactive rather than reactive. This challenge had to be emphatically stated and we needed a new way to motivate managers. This is precisely what Milton Hunt provided at our meeting.*

*Through Hunt’s personal energy, unique perspective, originality of approach, and ability to relate to all levels – viz. employees with a bewildering variety of backgrounds – he did just that. He used humor, personal experience, and an uncanny ability to understand personal common denominators to reach his audience and to deliver the message.*

*His presentation was received enthusiastically, and I noted an immediate, positive reaction from my staff and their subordinates. Indolence was replaced with enthusiasm, cynicism with optimism. I could not have been more pleased with the presentation.”*

Edward C. Adams, Jr.  
Director  
Department of Public Works  
Baltimore County Maryland

*“I would like to express to you many thanks and appreciation for your recent ‘Maximizing Your Potential’ presentation to our agency on its Employee Recognition Day...Your presentation was engaging, interesting and informative. The feedback that I have received has been very positive. A few employees shared with me that the presentation was a turning point for them. I commend you for being able to present an effective and professional presentation within the short period of time from which I originally contacted you. Your presentation met every objective and left a lasting impression.”*

Jacqueline P. Wallace  
Director, Office of Human Resources  
Maryland State Retirement and Pension System

# Employee Coaching

## Overview

In your company,

- ...is inadequate work of an employee dragging down staff productivity and morale?
- ...is an employee's resistance to change reflected in poor job performance?
- ...is an employee unwilling to be a team player?
- ...have recent actions of an employee harmed customer relationships?
- ...are you conflicted about whether or not to release an employee?

If “yes” is your answer to any of these questions, your company is losing money.

Financial losses due to issues and problems with employees can deeply damage your company's bottom line. A company can lose thousands of dollars because of the ineptness of just one employee. The good news is, there are ways to overcome the challenges.

Employee Coaching is a professional service providing clients with feedback, insights, and guidance from an outside vantage point. This is a process of one-on-one sessions designed to help clients face obstacles and/or fears that may be hindering them in pursuing their personal or professional goals. Sessions are customized to meet both the requirements of the respective company and the individual needs of the employee. There's no 'one-size-fits-all.'

Change hinges on performance, attitude, and behavior modification, not on altering a person's personality. Utilizing a systematic approach and through positive interactions, clients unleash their true potential.

At the outset of the Employee Coaching relationship, goals are clearly defined — both the client's goals and the employer's goals. Progress is continually measured. And there is a definitive end.

A vital part of the coaching relationship is the debriefing meeting held with designated company officers after each coaching session. The debriefing is a forum for information exchange and management to be updated on the employee's progress.

For the employee, the employee coach provides a trusting environment. He can identify and leverage existing strengths, and access weaknesses in need of development.

For the employer, the employee coach puts resolutions into an action plan that delivers proven results. “Human capital” is your company's most valuable asset. When employees fall short of expectations, Employee Coaching is the way to invest in them — and your bottom line.

## **Testimonials - Employee Coaching**

*“Mr. Hunt conducted developmental training for our Human Resources team. He took the time to familiarize himself with the organization and individual staff members. This additional step allowed him to tailor a training package that met the Department's unique needs. His presentation was engaging, energetic, and full of useful tools that the staff could begin using immediately.*

*In addition to group training, Mr. Hunt provided small group and individualized coaching/consulting on leadership. He spent time with staff and made a conscious effort to get to know them so he could understand their individual needs. This allowed him to provide targeted feedback and specific instructions and advice on their specific situation.*

*It has been a pleasure working with Mr. Hunt throughout the project. His passion and enthusiasm are contagious. And his collaborative spirit enabled us to work together seamlessly in addressing the Human Resources Team's training needs.”*

Monica J. Johnson  
Assistant Secretary for Mission Support  
Maryland Department of Natural Resources

# Business Development Guidance

## Overview

Thinking systematically, creating visions, building teams, defining niches, and successfully leading and managing through change and crisis has earned Milton Hunt a well-deserved reputation for success among business audiences. With the dramatic changes taking place in the marketplace, many businesses have looked to Milton Hunt for guidance. Their interaction with corporate personnel from various industries has allowed them to develop a broad range of expertise in responding to these needs.

Did you know that most of the companies that compete for government contracts do not know the reasons behind their wins and losses? The government budgeting, evaluation, and procurement processes are demanding and complex. Furthermore, doing business with the government takes an entirely different approach from commercial business development. In essence, to win and keep winning government contracts requires a team that knows the rules of engagement and understands the components necessary to succeed.

Milton Hunt's consulting assists companies with strategic and tactical business development planning. We evaluate, refine, and improve your current plan focusing on determining growth objectives, identifying the company's competitive advantage, and assisting in targeting specific market sectors that would be the most profitable. Facilitating the evaluation, refinement, and improvement of your current business development plan is part of this process. Also included is a review of short- and long-term revenue objectives as well as assessment of the business development staff and business development process.

Milton Hunt can walk you through the process of writing a business plan, developing a marketing strategy, and identifying funding sources. We can assist with refining your business strategy and rejuvenating your marketing plan to help you grow and make your business prosper. Milton Hunt's success is your success. Targeting key contracts, obtaining bid information, contract management, and writing winning proposals — these components are what make a company thrive.

## Services

- ❖ Innovative Sessions for Sales, Marketing And Management
  - Identify Opportunities
- ❖ Customized Strategic Marketing Plans
  - Perform Due Diligence
- ❖ Entrepreneurial Training
  - Self-assessment for Entrepreneurs
  - Developing a Business Plan
  - Identifying Funding Sources
- ❖ Intelligence
  - Validate Opportunities
  - Gather Intelligence

**Business Development Guidance references are available upon request.**

# Partial Client Listing

## Corporations

Amtrak

Baltimore Gas & Electric Company

District Health Care

F2 Solutions

JBS International

Maryland General Hospital

MD/DC Minority Supplier Development Council

MECU

Mercy Medical Center

PA/NJ/DE Minority Supplier Development Council

Procter & Gamble

RE/MAX First Choice

University of Maryland Medical System

Verizon

Washington Suburban Sanitary Commission



## Federal Government

Administration for Children and Families, Head Start Bureau

Center for Substance Abuse Prevention

Indian Health Service

National Institutes of Health

US Department of Health and Human Services

US Department of Homeland Security/FEMA



## Partial Client Listing — *continued*

### State Of Maryland Government

Baltimore City Government  
Baltimore County Government  
Baltimore County Public School System  
Maryland Aviation Administration  
Maryland Department of Economic Development  
Maryland Department of General Services  
Maryland Department of Natural Resource  
Maryland Department of Transportation  
Maryland Governor's Office of Minority Affairs  
Maryland Office of the Comptroller  
Maryland Small Business Development Centers  
Montgomery County Government  
Prince Georges County Government  
State Highway Administration



### Non Profit/Associations

African American Credit Union Coalition  
Baltimore American Indian Center  
Baltimore Metropolitan Council  
California Credit Union Collectors Council  
Chesapeake Section – American Water Works Association  
Maryland Center for Construction Education and Innovation  
Maryland Public Purchasing Association, Inc.  
National Institute of Government Purchasing  
Transportation Association of Maryland  
Tri-Association – Chesapeake Water Environment Association  
United Mine Workers Association  
Water and Waste Operators Association of MD/DE/DC

### Colleges/Universities

Anne Arundel Community College  
Baltimore City Community College  
Community Colleges of Baltimore County  
Montgomery College  
Sourjourner Douglas College



# NAICS Definitions

## **611430 Professional and Management Development Training**

This industry comprises establishments primarily engaged in offering an array of short duration courses and seminars for management and professional development. Training for career development may be provided directly to individuals or through employers' training programs; and courses may be customized or modified to meet the special needs of customers. Instruction may be provided in diverse settings, such as the establishment's or client's training facilities, educational institutions, the workplace, or the home, and through correspondence, television, Internet, or other means.

## **611699 All Other Miscellaneous Schools and Instruction**

This U.S. industry comprises establishments primarily engaged in offering instruction.

# Formats and Fees

Each presentation is tailored to meet the audience's needs and client requirements. Topics are targeted to present solutions to problems and challenges as they specifically relate to your organization. The format of the session/program is based on the designated structure of your event.

Flexibility is our cornerstone. You may hire Milton Hunt:

- ❖ Hourly
- ❖ Half day
- ❖ Full day
- ❖ Multiple days

We are equipped to handle small, medium and large audiences for:

- ❖ Single or multiple workshops
- ❖ Break-out sessions
- ❖ Conference presentation
- ❖ Keynote speaker
- ❖ Master of Ceremonies
- ❖ Or any other preferred venue

Fees are based upon client requirements and will be determined accordingly. Be assured, whatever format you select, each program is unmatched in customization, energy, information, and "how-to" ideas that the audience can implement immediately. Glowing references are available upon request.

# Contact Milton Hunt NOW

A speaker can make or break the success of your event. Milton Hunt has a long record of motivating, inspiring, entertaining, teaching, and exciting audiences of every type and size. Quite frankly, Milton only knows how to succeed. He electrifies audiences!

**Milton Hunt**

**[www.MiltonHunt.net](http://www.MiltonHunt.net)**

**Contact Milton Hunt now:**

**410-236-8876**

**[milton@miltonhunt.net](mailto:milton@miltonhunt.net)**