



Human Resources Training & Development Seminar

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Amy Hart was a Marketer and Training Director for over 25 years in the insurance and financial services industries prior to opening her own business, Hart Training Connection, in 2011. Amy works with companies to build stronger relationships between their leaders, employees, and customers by enhancing communication and leadership skills and developing engaged, productive teams. She is also a speaker for associations, businesses, and national conferences. Amy has been an award-winning faculty member of Shell's Leadership Programs since 2015 and is a past President of the Houston Chapter of the Association of Talent Development.

Secrets to Customer Service Success featuring [Amy Hart](#):

- Know Your Customer – internal and external
- Customer Relationships – know how they can make or break your business
- Dealing with difficult customers and leveraging your best

Wednesday, October 9, 2019

10:00 a.m. – 12:00 p.m.

Workforce Solutions – Pearland

5730 Broadway Street, Suite 122, Pearland, TX 77581

[In Person Registration](#)

[Webinar Registration](#)



Workforce Solutions is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 1 PDCs. For more information about certification or recertification, please visit shrmcertification.org.

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