



Rick Milczanowski

NHCG, Inc. Master Trainer & Director of Consulting Services

Rick serves as NHCG, Inc.'s Master Trainer and Director of Consulting Services bringing 30+ years of practical leadership, management, and business experience to his workshops and clients. For the past 20 years, Rick has developed, implemented, and facilitated training solutions internationally for a wide range of employee, management, and C-level participant groups.

Rick's corporate career developed over 13 years in corporate America in such companies as ITT/The Hartford where he held various management and leadership positions. As a facilitator, Rick has trained thousands of participants in leadership and management skills, the Millennial generation, employment law, diversity, conflict resolution, emotional intelligence, generational diversity, sales, customer service, and negotiation skills.

Rick provides consulting, coaching, and facilitation services to a wide range of organizations from small start-ups to Fortune 100 companies, including those with union environments. Some of these organizations include ABN/AMRO, ALTRIA, AOL, American Express, Amtrak, Chubb, Citigroup, comScore, Costar, Demag Deleval, EAB, Estée Lauder Companies, Goldman-Sachs, Kronos, Maersk Inc., Port Authority NYNJ, Pfizer Inc., PM-USA, Reckitt Benckiser, Salesforce.com, SBC/SNET, Schering Plough, State of Connecticut, The Commonwealth of Pennsylvania, US Navy, US Treasury, and multiple United Technologies' companies.

Rick's current responsibilities as Director of Consulting Services include the management and certification of 125+ certified international facilitators in the *NHCG International Facilitator Registry*. These responsibilities include facilitator selection, certification, and ongoing coaching to ensure the highest level of client and participant satisfaction. As a Master Trainer, Rick has a hands-on attitude with a motivational speaking style.



Areas of Expertise:

- Leadership
- Management Skills
- Communication and Teamwork
- Coaching
- Millennials and Generational Diversity
- Employment Law
- Diversity
- Business Ethics
- Sales and Service

Industry Experience:

- Aerospace
- Consumer Products
- Education
- Entertainment
- Finance
- Food Industry
- Government
- Healthcare
- High Tech
- Military
- Pharmaceuticals
- Restaurant
- Transportation

Functional Expertise:

- Facilitation / Motivational Speaking
- Business Development / Management
- Sales / Service
- Employment Law

Select Certifications:

- LSI (Life Styles Inventory)
- MSCEIT (Mayer-Salovey-Caruso Emotional Intelligence Test)
- Lominger 360
- Achieve Global PSS
- Tracom Social Styles
- Everything DiSC