Colleen Rickenbacher is an expert in the field of all areas of etiquette, protocol, civility and communication skills.

Her four books and training cover practical business and dining skills, the proper etiquetteand protocol to navigate globally in anyinternational climate and effective activities for making great impressions, boosting problem-solving skills, and improving customer service. Her book on people skills has also gone international.

In addition to the Steve Kemble Foundation “Award of Excellence,” Colleen has achieved numerous certifications and awards including induction into the prestigious Events Industry Council Hall of Leaders, the *Dallas Business Journal* Women in Business Award and top five Women in Tourism. She is also one of the Top 25 Most Influential People in the Meeting Industry by *Meeting News Magazine,* inducted into the Hall of Fame and awarded the Lifetime Achievement designation by *Texas Meetings &* *Events* magazine.

Colleen can also be seen and heard regularly on national radio and television including the Dallas Cowboys Cheerleaders on CMT’s longest running reality show, “Dallas Cowboys Cheerleaders: Making the Team.” This is her 28th year involved in teaching the Dallas Cowboys Cheerleaders.