

I'm excited to introduce today's guest speaker, who specializes in difficult conversations in challenging situations. He is a retired SWAT hostage negotiator from the Chicago area, trained by the FBI and at Harvard University, He holds a Master's degree in psychology and has over 20 years of law enforcement experience.

Today, he is now a global keynote speaker and founder of Negotiation Excellence, LLC, where he provides training classes on leadership and conflict resolution to corporate audiences. He works with organizations and their members, to build strong teams, and inspiring them to be powerful communicators and influential leaders.

Let's give a warm welcome to our keynote speaker, Scott Tillema (**TILL**'-uh-ma)