Mike is an experienced speaker and trainer. He spent the first part of his career as a New York City Police Officer. Working in a special unit, Mike communicated with community leaders as well as inspired high school students to start their life on the right track. Mike discovered the important connection between communication skills and law enforcement, as well as building a relationship with the community he was protecting.

After his police career, Mike used his experience and expertise and found himself in the world of customer service, training folks on the importance of communication and leadership skills. Mike became so passionate about helping agents connect with customers; he started training call center agents to help create a positive customer experience.

Mike now strives to help companies, thru training and speaking, to prepare their employees to become better at connecting with co-workers, customers and management. Tapping into his childhood upbringing in Brooklyn, NY as well as his law enforcement family (Dad and all 3 brothers), Mike uses stories from real life experiences and his expertise of communication skills to inspire people to communicate to success.

Mike believes it’s time to take responsibility and get “real” about creating effective relationships. Using his **“street corner approach”**, Mike will help you realize that it’s our self-awareness and accountability that will help us to be more effective communicators.