

- Recipient of the 2010 Trainer of the Year Award
  - Created and implemented the “Communication Bootcamp for the Aviation Industry”
  - Founder and key trainer of the “Communication Bootcamp Series”
  - Developed Northwest Airlines training programs in effective communication for 11,000 Flight Attendants
  - Conducted communication skills development, emotional intelligence and mediation training programs throughout the United States as well as internationally for the airline industry, medical industry, military and defense industry and numerous educational institutions
  - Developed and implemented a conflict resolution program designed for union groups to foster company collaboration
  - Served as an effective liaison between union groups and management
  - Facilitated and mediated for Family Owned Businesses, Business Partnerships, Government Agencies and in the Medical Industry
  - Mediated hundreds of conflict cases between different union members and management
  - Mediated hundreds of community small claims cases
  - Created an administered mediation services at New York Town Justice Court at Southold
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- Certified Trainer and Facilitator
  - Certified in Facilitating Team Development
  - Certified in Emotional Intelligence Training
  - Certified in performing Behavioral Style Assessments
  - Certified Coach Practitioner
  - Certified in Divorce and Family Mediation
  - Certified in Workplace Mediation
  - Certified in Transformative Mediation
  - Certified to mediate in New York State unified court system cases
  - Trained in Elder Care Mediation
  - Trained for PINS cases (People In Need of Supervision) in N.Y. State Courts
  - Certified as a mediator in New York and California
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**Professional affiliations:**

American Society for Training Development  
Women in Aviation  
EAC (Education & Assistance Corp)  
ACR (Association for Conflict Resolution)  
NYSORA (New York State Dispute Resolution Association)  
Inscape (DISC)  
RAA (Regional Airline Affiliation)  
WBE (Women Owned Business)  
N.Y. State Dispute Resolution Association  
Association for Conflict Resolution  
Mattituck Chamber of Commerce  
Riverhead Chamber of Commerce

