

Short Bio

As a Six Sigma Black Belt, I've led hundreds of process improvement initiatives over the past 20 years. One thing I know for certain is this: no matter how broken a system is, it's rarely the tools or the tasks that are the real problem. Usually, it's the people—when they don't talk to each other, don't listen, or let fear and ego get in the way of connection. I've seen it time and again: a leader more committed to being right than making things better, dysfunctional teams that talk at each other rather than to each other.

I realized the most powerful lever in process improvement isn't in the steps or the structure—it's in the communication and cross functional connection. Processes don't collapse just because someone misses a step or thinks it will work better "their way". Processes break down when communication breaks down. That's not a process problem. That's a people problem. The same can be said about other breakdowns — in business and in life.

Now, I help organizations and individuals get straight to the root cause of their troubles. Most stem from disconnection, misunderstanding, fear, and assumptions. By using Lean Six Sigma methodologies and human-centered communication strategies, I show them the mindsets, behaviors, and tools they needed to grow as a communicator and lead with LOVE.