

MASTER TRAINER

Candace Bertotti

Candace Bertotti brings more than ten years of experience in communication and leadership development to the VitalSmarts Facilitator Faculty. A Master Certified Trainer in Crucial Conversations®, Crucial Confrontations® and Influencer Training™, Candace specializes in



conflict resolution, negotiation, and interpersonal communication to help individuals, teams, and organizations increase effectiveness and achieve bottom-line results.

Demonstrating outstanding skill and competence to train Crucial Conversations, Candace was recruited by the original VitalSmarts Master Trainers. Mentored by VitalSmarts' elite training experts, Candace offers her clients the best content, presentation, and training skills in the industry.

Business Results Expert

Combining her expertise and skill-set for implementing change, Candace has helped her clients experience hard-hitting results and wide-spread improvements to productivity, internal and external communications, and overall effectiveness.

Candace's impressive clientele includes: NASA's Marshall Space Flight Center, Reading Hospital, the U.S. Fish and Wildlife Service, Johnson & Johnson, Lockheed Martin, Chicago Board of Trade, Price Waterhouse Coopers, and more than seven years of federal experience working with the U.S. Department of Education.

Dynamic Speaker

A skilled and valued presenter, Candace addresses a wide variety of audiences ranging from large employee trainings to executive retreats in organizations including: New York City Judges, St. Luke's Hospital, AARP, and the National Academy of Collaborative Professionals.

Delivering the skills and principles of Crucial Conversations, Candace addresses topics of communication, productivity, and leadership. Her enthusiastic approach and passion for the subject matter make for a captivating presentation that delivers powerful results.

Ivy-League Education

With an impressive educational foundation, Candace draws upon her education to help organizations achieve results in the areas where they need it the most. Degrees include:

- Harvard, master's of Public Administration. Concentration: Leadership; Negotiation and Conflict Resolution
- The George Washington University, Project Management Master's Certificate
- The University of Virginia, Education Policy Certificate
- Indiana University, bachelor's. Concentration: Corporate and Community Education

In addition to her educational credentials, Candace is a certified Project Management Professional (PMP), a member of the Project Management Institute (PMI), a mediator for the District of Columbia Superior Court, and a member of the Metro DC Chapter of the American Society for Training and Development.

Notable Clients:

- Honda Manufacturing
- Bristol Myers Squibb
- Eli Lilly
- Mars Snack Food
- St. Luke's Hospital

Areas of Expertise:

- Conflict Resolution
- Negotiation
- Interpersonal Communication
- Leadership

Accomplishments:

- Received an MPA from Harvard with an emphasis in leadership, negotiation, and conflict resolution.
- Has more than seven years of federal experience.
- Seasoned international trainer—training worldwide to groups from the Middle East, Asia, Europe, and Central America