Domenic Certa

"When I realized that I had the Ability-To-Respond,

I took control, before that, I pretended I was in charge!"

Domenic is one of the deepest, warm-hearted and humorous speakers you will ever encounter. His ability to communicate with a global perspective is what gives him his uniqueness. As an expert in Human Potential, Domenic says “All that is needed is a basic understanding of how we humans operate and a willingness to be amazing.” With a passion for training, Domenic shows the path that inspires his audience to be in-control, self-motivated, self-inspired and how to use their own source of inner knowledge to achieve their full potential.

Throughout his more than 20-year career, Domenic has served as a Trainer, Keynote Speaker, Facilitator, Writer and Coach. He has worked in 35 industries in 6 countries and has consulted over three thousand individual companies with their performance talent. He is an expert trainer for the remarkable “Super Service” program that has been revered as one of the “BEST EVER!” by such companies as Motorola, Ameritech, and Computer Associates.

“We have had a 23% decrease in customer complaints with Super Service.” Baxter

Domenic has served on the faculty at the internationally renowned Institute for Self-Actualization, Park University and Graceland College, Center for Professional Development and Lifelong Learning, ASTD and National Speakers Association.

Domenic spends his time sharing powerful approaches to audiences across America and the Middle East.
His message is to show people how to maximize their full potential at work and in their life. He teaches people how to regain control, how to deal with difficult co-workers and customers and how to enjoy and love their jobs again. Delivering information is one path to high performance, experiential exercises are the key to lasting individual change.

“There has been a huge jump in attitude; there are smiles on their faces. I used to get one email a month about ‘outstanding’ service, now I get an average of 10. My employees are more team oriented and company focused; this has resulted in an increase in productivity by 30 – 35%.” CDW

“Domenic’s engaging approach to front-line customer service, leadership, management and team building makes the job of the service provider not only easier, but more fun and meaningful. "When people work on themselves first, they begin enjoy their work and they give their best." Domenic’s message and unique delivery makes a lasting impact on your employee’s attitude and your company’s bottom line!”

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