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Keith Levick, Ph.D., is the CEO of Goren and Associates, a learning and development, executive coaching, and consulting firm. Their clients include Fortune 500 companies throughout North and South America. Goren and Associates training curriculum consist of 40 human performance courses. He received his Bachelor of Science (1973), Master of Social Work (1976) and Doctorate in Counseling (1992) from Wayne State University in Detroit.

As a psychologist, Dr. Levick spent many of his clinical years in private practice. In 1989, he transferred his clinical expertise into the field of business. He has written and lectured extensively in the area of psychology and business.

Dr. Levick is the Associate Publisher of *Customer Care News*, a national magazine that focuses on customer service trends and issues across all industries. He is an Adjunct Professor at Lawrence Technological University and South University. Dr. Levick is the author of two books and published numerous professional articles.

As a professional speaker, he lectures on a variety of business and health related issues around the country. Dr. Levick was a regular guest for 15 years on a local ABC-TV talk show, Kelly & Company. Currently, he serves as a local expert for a NBC and an ABC affiliate television station in the Detroit area.