

JOESERIO

GET THE NERVE TO SUCCEED

Dr. Joe Serio is a popular and entertaining trainer and conference keynote speaker on leadership and change, time management and organizational skills, strategies for effective communication, and overcoming barriers to improved performance. He motivates and inspires his audiences while providing thought-provoking information.

He is the author of *Time Management: 50 Lessons on Finding Time for What's Important*; *Emotional Intelligence: 50 Lessons on Knowing Who You're Dealing With*; *Public Speaking: 50 Lessons on Presenting Without Losing Your Cool*; and *Overcoming Fear: 50 Lessons on Being Bold and Living the Dream*.

Dr. Serio holds a Ph.D. in Criminal Justice with a specialization in Leadership and Organizational Behavior from Sam Houston State University (SHSU). SHSU is home to one of the top criminal justice programs in the United States with an international student cohort from more than 15 countries.

As part of a unique internship program during graduate school at the University of Illinois at Chicago, Dr. Serio was the only American to work in the Organized Crime Control Department of the Soviet national police (MVD). During his stay in 1990-91, he conducted groundbreaking research on Soviet organized crime and assisted in the preparation of Soviet police documents for international conferences. He had access to secret police intelligence reports and the national police archives.

The result of his research was the document, Soviet Organized Crime, which served as an important source in the early 1990s for the FBI, the Italian Ministry of Interior, the Chinese Ministry of Public Security, and other foreign governments as they realized that Russian organized crime constituted an important crime threat.

At the request of the Soviet national police, Dr. Serio translated from Russian to English a book of secret Soviet crime statistics that had been prepared for Mikhail Gorbachev and the Soviet Politburo.

During this same period (1988-1993), Dr. Serio was the founding director of a summer study program at one of the five law schools in the People's Republic of China. The program brought law enforcement officers, lawyers, judges, and other criminal justice professionals from the United States, England, Italy, Argentina, South Africa, and other countries to Shanghai for one month each summer. The program included visits to Chinese prisons, neighborhood mediation committee meetings, courts, re-education through labor camps, and other criminal justice-related agencies.

Upon completing his M.A. in 1993, Dr. Serio returned to Moscow where he worked as a security consultant for three years. He helped foreign corporations understand the pitfalls of operating in Russia and interfaced with Russian police agencies to coordinate problem-solving measures.

In 1995-96, he worked as a Moscow-based consultant to the global corporate investigation and business intelligence firm, Kroll Associates. In 1997, he was named director of Kroll's Moscow office, where he managed a wide variety of investigations across the former Soviet Union and coordinated with Kroll offices around the world. He also served as co-chair of the Security Committee of the American Chamber of Commerce in Moscow.

Dr. Serio is the author of the critically-acclaimed book, *Investigating the Russian Mafia*, as well as "Law Enforcement Perceptions of the Russian Mafia in the United States and Canada" (doctoral dissertation). He has delivered presentations to audiences in Russia, China, Canada, and the U.S. on Russian organized crime and security issues.

In the 1990s, he worked in Moscow as a media consultant to *The New York Times*, *The Washington Post*, CNN, BBC, and other media outlets. He helped produce three documentaries on Russian crime, including going inside Russian prisons, for the television program *Investigative Reports* on American cable channel A&E. He was also instrumental in producing the first-ever newspaper series on the Russian mafia. The eight-part series, "Glasnost Gangsters," appeared in the *Chicago Tribune* in 1991.

Dr. Serio has been interviewed by *The New York Times*, *The Washington Post*, *The Wall Street Journal*, *Chicago Tribune*, *The Dallas Morning News*, CNN, NBC News, Fox News, WGN Radio (Chicago), The European (UK), Legal Realm (China), Sekai Nippo (Japan), Sol de Mexico, and many others on the Russian mafia.

While pursuing the doctoral degree, Dr. Serio served as Project Manager in the Special Programs Division of the Correctional Management Institute of Texas (CMIT) at SHSU from 2005-2012. His responsibilities at CMIT included developing and hosting more than 100 conferences and training programs on a wide variety of topics.

During his tenure at CMIT, Dr. Serio developed a one-week media training course for state- and local-government personnel. Simulated one-on-one interviews as well as press conferences, complete with professional cameras, lighting, audiences, and question-and-answer period, were highlights of the program.

Dr. Serio also served for six years as Editor-in-Chief of the highly-regarded bi-monthly magazine, *Crime and Justice International*, which was produced at SHSU's Criminal Justice Center and distributed to more than 25 countries.

While at SHSU, Dr. Serio was co-coordinator of the International Law Enforcement Academy (ILEA) in Roswell, New Mexico. This academy, established and overseen by the U.S. Department of State's Bureau of International Narcotics and Law Enforcement, hosted law-enforcement personnel from around the world each month for a one-month program on a variety of criminal justice issues.

Since completing the doctorate in 2011, Dr. Serio has been a full-time professional speaker, trainer, and author. In the past five years, he has delivered over 400 conference keynote and training sessions.

From 2013 to the present, Dr. Serio has delivered over 45 training classes at the Harris County Sheriff's Office (HCSO), the third-largest sheriff's office in the United States. These classes include Overcoming Fear, Emotional Intelligence, Time Management and Organizational Skills, Leadership and Legacy, Customer Service, and Public Speaking for the Faint-hearted. He was a featured speaker at the Harris County Sheriff's Executive Leadership Conference attended by the Sheriff and his top command staff.

Dr. Serio has also been active with the Travis County Sheriff's Office (TCSO) since 2013. He is a featured instructor in TCSO's SHIELD program (Sheriff's Institute for Ethical Leadership Development).

Dr. Serio has spoken to police officers, adult and juvenile probation officers, judges, district attorneys, constables, and others across Texas as well as national criminal justice associations such as the Texas Commission on Law Enforcement (TCOLE), Combined Law Enforcement Associations of Texas (CLEAT), National Emergency Number Association (NENA), American Correctional Association (ACA), the American Jail Association (AJA), and the North American Association of Wardens and Superintendents (NAAWS). In addition, he has presented on leadership-related topics at the Texas Association of Counties (TAC), Texas Municipal League (TML), and others.

He has recently published a series of books for law enforcement including: *Getting Healthy: 50 Lessons on Fitness for Law Enforcement*; *Leaving Blue: 50 Lessons on Retiring Well from Law Enforcement*; and *Dispatcher Stress: 50 Lessons on Beating the Burnout*.

In 2014, Dr. Serio and his colleague, Adam Timm, a former LAPD telecommunicator, launched a wellness program for emergency dispatchers. The one-day class was piloted in Austin, Ft. Worth, Denton, and Houston to great reception. Serio and Timm went on to found The Healthy Dispatcher, delivering wellness programs around the United States and Canada.

His professional speaking activities have also included appearing at non-criminal justice conferences and seminars as the featured speaker. Clients have included the American Society for Quality, the Austin Association of Insurance Professionals, the Apartment Association of Greater Dallas, the Society of Government Meeting Professionals, LeadingAge Texas, LeadingAge North Carolina, the Healthcare Engineers Society of Northern Illinois, the Hispanic Golf Network, Rice University, the Rotary Club of Austin, the Texas Pediatric Society, the University of Tampa, the University of Texas, the University at Albany, and others.

During his time with Kroll Associates, Dr. Serio spoke to business audiences in New York, Chicago, Los Angeles, San Francisco, Dallas, and Houston. Since founding his speaking and training business, he has spoken to business audiences in Austin and the surrounding area. He also speaks inside companies for staff professional development and personal growth.

As a recorded musician, Dr. Serio brings music to the classroom, occasionally using harmonica and guitar to illustrate points pertaining to time management, organizational skills, and effective communication.