

# Resources

## **Jeanne Bliss**

- <http://www.customerbliss.com/>

## **JoAnna Brandi**

- <http://www.customercarecoach.com/>

## **The CEO Refresher**

- <http://www.refresher.com/ceo.html>

## **Chief Happiness Officer**

- <http://positivesharing.com/>

## **ClientFocus**

- <http://www.clientfocus.net/>

## **Phil Dourado**

- <http://www.phildourado.com/customer/>

## **The Experience Economy**

- <http://www.strategichorizons.com/>

## **Expressions of Excellence**

- <http://www.expressionsofexcellence.com/>

## **Jill Griffin**

- <http://www.loyaltysolutions.com/>

## **Ed Horrell**

- <http://www.edhorrell.com/>

## **Shep Hyken**

- <http://www.hyken.com/>

## **Grow Your Key Talent**

- <http://growyourkeytalent.wordpress.com/>

## **High Performance Retail**

- <http://www.refresher.com/highperformanceretail/>

## **The Leadership Hub**

- <http://www.TheLeadershipHub.com>

**Loyalty Solutions**

- <http://www.loyaltysolutions.com/>

**The Mindful Network**

- <http://www.refreshers.com/mindfulnetwork/articlelive/>

**Jeff Mowatt**

- <http://www.jeffmowatt.com/main.html>

**The Perfect Customer Experience**

- <http://contextrules.typepad.com/transformer/>

**Tom Peters**

- <http://www.tompeters.com/>

**Brandon Schauer**

- <http://www.brandonschauer.com/blog/>

**Robin Sharma**

- [http://www.robinsharma.com/life\\_coach\\_ic\\_blog.htm](http://www.robinsharma.com/life_coach_ic_blog.htm)

**Rick Sidorowicz**

- <http://www.ricksidorowicz.com/>

**Gregory Smith**

- <http://www.chartcourse.com/>

**Holly Stiel**

- <http://www.thankyouverymuchinc.com/conciergetopics.html>

**Liz Weber**

- <http://www.wbsllc.com/>

**1001 Ways to Wow Your Customers**

- [www.refreshers.com/wowyourcustomers](http://www.refreshers.com/wowyourcustomers)