

# Publications and presentations by Todd Beck

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## Author

**100+ byline articles, quotes, and podcasts—republished in 100+ publications and translated globally**

- Workforce Management
- CRM
- Journal of Bus. Case Studies
- Destination CRM: Experts On Call
- Sbusiness Journal
- Chief Learning Officer
- Business Geographics
- Lodging Hospitality
- Call Center
- Customer Interaction Solutions
- Call Center Management Review
- Corel Magazine
- Call Center Insider
- Contact Professional
- CP Wire
- Brandon Hall
- Tampa Tribune
- Dear Workforce
- Inflight
- Frequent Flyer
- WAEA Avion
- TeleProfessional
- Kuwait Times
- Houston Post
- The Catalyst (National Council for Continuing Education and Training / AACC)
- Making a Positive Impact!
- PR Newswire (many local newspapers worldwide)
- Stellar ServiceEdge
- TrainingEdge
- AchieveGlobal publications
- ACAMS Today
- ACAMS Connection
- ACAMS publications
- Business books and manuals

## Presenter

**Featured speaker at 100+ events and conferences around the world**

- TechLearn Masie Center Conf
- ICCM International Conference Feature Session
- International Society of Performance Improvement Annual Conference
- Tiffany & Company Customer Service Week Celebration
- Contact Center Association of the Carolinas Conference
- American Express Millennium 4 eLearning Summit
- State of Oklahoma - Mgt Services Division Conference
- American Society for Training & Development Pittsburgh
- Optimal Solutions Kuwait
- Comerica Managing Your Business Series
- Association of Government Contact Center Employees Annual National Conference
- LDS ERS Webinar Series
- Foremost Insurance Series
- AchieveGlobal events
- ACAMS events

## Topics

- Customer experience
- Change management
- Graphic design
- Instructional design
- Leadership
- Product management
- Sales B2B and B2C
- Maximizing ROI
- Social media
- Regulatory compliance
- Anti-financial crime
- Web-based training



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