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Author

Over 60 byline articles, significant quotes, and podcasts—republished in 100+ publications around the world

- Workforce Management Magazine
- CRM Magazine
- Destination CRM: Experts On Call
- Sbusiness Journal
- Chief Learning Officer Magazine
- Business Geographics Magazine
- Lodging Hospitality Magazine
- Call Center Magazine
- Customer Interaction Solutions Magazine
- Call Center Management Review
- Call Center Insider
- Contact Professional Magazine
- CP Wire Newsletter
- Brandon Hall
- Dear Workforce eNewsletter
- Inflight Magazine
- Frequent Flyer Magazine
- WAEA Avion Magazine
- TeleProfessional Magazine (became "Customer Interface Magazine" in 2000)
- Kuwait Times Newspaper
- Houston Chronicle Newspaper
- The Catalyst (National Council for Continuing Education and Training / AACC)
- Making a Positive Impact! Magazine
- PR Newswire (local newspapers worldwide)
- Stellar ServiceEdge and TrainingEdge e-newsletters
- AchieveGlobal white papers and blog

Speaker/Presenter

Featured speaker at 25+ events and conferences around the world

- TechLearn Masie Center Conference
- 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 Millenium 4 eLearning Summit
- State of Oklahoma - Department of Rehabilitation Services - Management Services Division Conference
- American Society for Training & Development Pittsburgh eLearning Expo
- Optimal Solutions Kuwait
- Comerica Managing Your Business Series
- Association of Government Contact Center Employees Annual National Conference
- Second Life virtual world
- AchieveGlobal events and webinars around the world