



Joseph A. Michelli, Ph.D., C.S.P., is an internationally sought-after speaker, author, and organizational consultant who transfers his knowledge of exceptional business practices in ways that develop joyful and productive workplaces with a focus on customer experience. His insights encourage leaders and frontline workers to grow and invest passionately in all aspects of their lives.

Dr. Michelli is a *Wall Street Journal*, *USA Today*, *Publishers Weekly*, *Nielson BookScan*, and *New York Times* #1 bestselling author. His latest book is *The Airbnb Way: 5 Leadership Lessons for Igniting Growth through Loyalty, Community, and Belonging*. Joseph's other titles include *Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way*, *Leading The Starbucks Way: 5 Principles for Connecting with Your Customer, Your Products, and Your People*, *The Zappos Experience: 5 Principles to Inspire Engage and WOW*, *Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System*, *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary*, *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of The Ritz-Carlton Hotel Company*, and *When Fish Fly: Lessons for Creating a Vital and Energized Workplace* which was co-authored with the owner of the "World-Famous" Pike Place Fish Market in Seattle.

Joseph holds the Certified Speaking Professional designation from the National Speakers Association (NSA). He is a member of the Authors Guild, an editorial board member for the Beryl Institute's Patient Experience Journal (PXJ), and is on the founders' council of CustomerExperienceOne. Other achi...

Testimonials

"I highly recommend Joseph to any organization that is focused on providing the highest degree of customer service and obtaining world-class results. In the competitive and crowded field of consultants and business advisers helping organizations align and integrate their customer service objectives into their core mission and daily operations, Joseph stands out. He has separated himself from the pack and, once you see him in action, you'll understand why."

- Director of Organizational Development, St. David's HealthCare.

"Dr. Michelli provided an energetic and thought provoking kick-off to our annual client conference. His energy and ability to relate the experiences of his research with leading edge organizations immediately captured and inspired the audience. Our clients gave us kudos for his insights into the opportunities that exist to connect all employees to the daily delivery of a company's mission. His central message is right on the mark and even more so for organizations trying to remain competitive in today's challenging economic climate."

- CEO, Bright Horizons.

Joseph Michelli

Speech Topics

- Virtual Keynotes
- Technology
- Leadership
- Innovation
- Employee Engagement
- Customer Experience

