

# Customer Service Trainers

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 [bestglobaltrainers.com/customer-service-trainers](https://bestglobaltrainers.com/customer-service-trainers)

## 1. Shep Hyken

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<https://hyken.com/>

Shep Hyken is a customer service and experience expert and the Chief Amazement Officer of Shepard Presentations. He is a New York Times and Wall Street Journal bestselling author and has been inducted into the National Speakers Association Hall of Fame for lifetime achievement in the speaking profession.

Shep works with companies and organizations that want to build loyal relationships with their customers and employees. His articles have been read in hundreds of publications, and he is the author of Moments of Magic, The Loyal Customer, The Cult of the Customer, The Amazement Revolution, Amaze Every Customer Every Time and Be Amazing or Go Home. He is also the creator of The Customer Focus™, a customer service training program which helps clients develop a customer service culture and loyalty mindset. (Now available as an online/web-based training program!)

In 1983 Shep founded Shepard Presentations and since then has worked with hundreds of clients ranging from Fortune 100 size organizations to companies with less than 50 employees. Some of his clients include American Airlines, AAA, Anheuser-Busch, AT&T, AETNA, Abbott Laboratories, American Express – and that’s just a few of the A’s!

## 2. Ron Kaufman

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<https://ronkaufman.com/>

Ron Kaufman is the world’s leading educator and motivator for uplifting customer service and building service cultures.

Ron created “UP! Your Service” to help organizations gain a sustainable advantage by building uplifting service cultures. He is the author of the New York Times bestseller “UPLIFTING SERVICE: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet”.

Ron is the Founder and Chairman of Uplifting Service, one of the world’s best customer service culture building programs, currently translated into 15 languages for use by clients in every major industry. Ron works with a successful clientele of government agencies and multinational corporations including Singapore Airlines, HP, Nokia Networks, Marina Bay Sands, and Changi Airport. He delivers powerful business insights and global best practices enabling organizations to gain a sustainable advantage through service.

Ron's methodology includes a set of proven service principles, leadership rules, culture-building blocks and implementation roadmaps that apply effectively across all industries and cultures. This methodology is easily customized to suit the unique needs of each organization, including all departments and team members from leadership to the frontline.

### **3. Jeanne Bliss**

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<https://www.customerbliss.com/>

Jeanne Bliss helps companies and people become the best version of themselves. She guides them to define, build and live the behaviours and actions that will fuse customers to them – and ultimately create deep and memorable relationships. Creating these enhanced relationships has been Jeanne's singular mission for over 35 years.

Her ability to effectively guide leaders and companies to earn customer-driven growth is based on these experiences as a practitioner for over 35 years – working across organizations to unite the C-Suite and organizational silos; as well as guiding over 20,000 leaders around the world to understand that improving lives should be their most important strategic vision.

Jeanne is the *Founder and President of CustomerBliss*, and *Co-Founder of The Customer Experience Professionals Association*. She has delivered over 2,000 speeches and workshops for nearly every business vertical in B2B and C2B companies – on how to build the roadmap toward these deep and genuine customer experiences that earn passionate advocates both inside and outside of your business.

### **4. Lee Cockerell**

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<https://www.leecockerell.com/>

Lee Cockerell is the former Executive Vice President of Operations for the Walt Disney World® Resort. As the Senior Operating Executive for ten years Lee led a team of 40,000 Cast Members and was responsible for the operations of 20 resort hotels, 4 theme parks, 2 water parks, a shopping & entertainment village and the ESPN sports and recreation complex in addition to the ancillary operations which supported the number one vacation destination in the world.

Lee has served as Chairman of the Board of Heart of Florida United Way, the Board of Trustees for The Culinary Institute of America (CIA), the board of the Production and Operations Management Society and the board of Reptilia a Canadian attraction and entertainment company. In 2005 Governor Bush appointed Lee to the Governor's Commission on Volunteerism and Public Service for the state of Florida where he served as Chairman of the Board.

He is now dedicating his time to public speaking, authoring a book on leadership, management and service excellence titled, *Creating Magic... 10 Common Sense Leadership Strategies from a Life at Disney*. which is now available in 13 languages and his latest book, *The Customer Rules... The 39 Essential Rules for Delivering Sensational Service*.

#### **4. Jeff Toister**

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<https://www.toistersolutions.com/>

Jeff Toister is your service culture guide. He is a customer service author, consultant, and trainer.

Jeff Toister founded Toister Performance Solutions in 2005 to help companies improve employee performance. The company's name is an homage to the infamous TPS Reports in the movie *Office Space*. Toister Performance Solutions helps companies get their employees obsessed with customer service.

His books include *Customer Service Tip of the Week* and the bestselling *The Service Culture Handbook: A Step-by-Step Guide to Getting Your Employees Obsessed with Customer Service*. More than 140,000 people on six continents have taken his video-based training courses on LinkedIn Learning (a.k.a. Lynda.com).

Jeff's training videos on LinkedIn Learning include *Customer Service Foundations* and *Leading a Customer-Centric Culture*.

#### **5. Claire Boscq-Scott**

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<https://www.claireboscqscott.com/>

Claire is on a mission to inspire businesses to thrive by bringing more care into what they do, alluring the senses to connect with employees and customers on an emotional level; enhancing business environments, increasing employees' engagement and customer loyalty, through sensorial experiences.

Claire, AKA The Busy Queen Bee, is an authority in the Mystery Shopping and Customer Experience Industry, she brings a more holistic approach to Employee & Customer experience. She is a Keynote Speaker, Consultant & Trainer specialising in Hospitality and Retail.

She is the author of 2 books, [Thrive with the Hive](#) and [Thriving by Caring](#), she is launching in September 2020 her third book, *The Secret Diary of a Mystery Shopper*, true Customer Service Stories through the eyes of a secret shopper.

Claire also offers a range of online & onsite CX training and Individual and Group Coaching programmes.

#### **6. Chip Bell**

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<https://www.chipbell.com/>

Chip R. Bell has helped many Fortune 100 companies dramatically enhance their bottom lines and marketplace reputations through innovative customer-centric strategies that address the needs of today's picky, fickle, vocal customers.

Dr. Bell's keynotes reveal the best practices from the organizations leading the customer loyalty charge, giving audiences powerful cutting-edge ideas and unique strategies they can immediately put into practice. Always customer-centered, Bell customizes all his presentations to meet unique organizational needs through a background study, pre-event conference call, and phone interviews to better understand specific audience challenges. He also has written more than 700 columns for many business journals, magazines, and top blogs. He has appeared live on CNN, CNBC, CBS, Fox Business, Bloomberg TV, ABC, NPR Radio and his work has been featured in *Fortune*, *Businessweek*, *Forbes*, *Fast Company*, *Inc. Magazine*, *Wall Street Journal*, *USA Today*, *CEO Magazine*, *Money Magazine* and *Entrepreneur*.

## **7. Ross Shafer**

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<https://rossshafer.com/>

Ross Shafer has the most peculiar background of any speaker on CHANGE. He has authored nine business books – yet also won international stand-up comedy competitions. He's earned six TV Emmy's as a network talk and game show host – yet credits his success to re-selling bicycles at age 13.

Today, Ross is one of the most sought after keynote speakers and seminar leaders on the subjects of Customer Urgency and Empathy, Personal Motivation, Reinvention, and Market Relevance. He coaches leaders and teams on how to cross-pollinate innovative ideas about emerging trends, shifting buying habits – and the motivation of your workforce during mergers and acquisitions.

Since his early teens, Ross has been obsessed with understanding “Who succeeds? Who fails? And Why?” His confidence flourished when he discovered there were specific blueprints for success in every job – and every industry. That understanding led to his noteworthy achievements in business, television broadcasting, book writing, professional speaking (CPAE) – and even stand-up comedy. His wildly diverse career choices have allowed Ross to communicate complex ideas with great fun – and an “everyman” quality.

## **8. Joey Coleman**

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<https://joeycoleman.com/>

For almost twenty years, Joey has helped organizations retain their best customers and turn them into raving fans via his entertaining and actionable keynotes, workshops, and consulting projects.

He has a long history of energizing and motivating audiences to enhance their customers' experiences.

He is an award-winning speaker (yes – they do have speaking contests) at both national and international conferences – competing against New York Times bestselling authors, business leaders, and internet sensations/celebrities.

He is also the author of the #2 Wall Street Journal bestseller, *Never Lose a Customer Again*.

## **9. Theodore Kinni**

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<http://readingwritingmanagement.blogspot.com/>

Theodore Kinni is a business writer and editor. He has written, ghostwritten, or edited 20 business books on topics including: sales, marketing, customer experience, customer service and retention, personal accountability, leadership, human capital, and manufacturing. His books, including those written for clients such as The Walt Disney Company, Booz & Company, Prime Resource Group, LIF Group, and IMPAQ, Inc., have sold over 300,000 copies.

Ted ghostwrites and edits white papers and articles for the client-facing teams of global consulting firms, such as IBM and Booz & Company. His corporate work covers a broad range of thought leadership on topics such as healthcare reform, sustainability, and marketing, and industries such as oil and gas, airlines, retail, etc.

Ted is a senior editor for *strategy+business* magazine, writing and editing articles, interviews, book reviews, and special sections, such as the award-winning annual Best Business Books section. He has been a contributing editor for *Industry Week*, *Quality Digest*, and *Workforce Training News*. His articles and reviews have appeared in a wide variety of business periodicals, including *Harvard Management Update*, *The Conference Board Review*, *Training*, and *Selling Power*.

## **10. Shaun Belding**

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<https://shaunbelding.com/>

Shaun is a leading global expert on customer experience, customer service, leadership and creating dynamic workplace cultures. He is the author of six books, published internationally in 12 languages. His most recent book is *The Journey to WOW*, an Amazon bestseller that is being hailed as “the must-read for anyone in business.”

Bringing energy, humor and close to 30 years of deep experience on his subject matter, Shaun's speaking presentations are runaway favorites with audiences around the world. He has worked with hundreds of organizations in virtually every industry, in over 20 countries. He entertains, inspires and creates unforgettable moments.

Shaun makes a point to customize every presentation for every client. He will understand the message that needs to be sent to your team and the best way to send it.

## 11. Renee Evenson

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<http://www.reneeevenson.com/>

Renee's passion is writing about the 3 Cs: Communication, Conflict Resolution, and Customer Service. No matter your role, her goal is to help you be the best you can be by being an effective communicator, by learning how to effectively handle conflict, and by providing exceptional customer service.

Her books show you how to interact with your customers, even those who are difficult to please. If you are a manager, my books show you how to lead exceptionally. The essence of all of her books is to show you how to improve and enhance your skills.

Prior to becoming a full time writer, Renee was a marketing manager for small business accounts at BellSouth Telecommunications. No matter which hat she is wearing (or has worn) she enjoys helping others, whether it be through her writing, consulting, or coordinating projects.

Her philosophy is that whatever your career, if you focus on the aspects of your job that you find most fulfilling, you will gain enjoyment in whatever you do. Every job has its ups and downs and if you focus on the positives it's easier to move beyond the negatives.

## 12. David Brownlee

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<https://www.purecustomerservice.com/>

David Brownlee is a customer success and leadership expert. He is the CEO of The Brownlee Group, LLC and Pure Customer Service. He is the number one, best-selling author of *Rockstar Service*, *Rockstar Profits* and has been featured in Time Magazine, People Magazine and others. He is a former business coach and seminar leader for Tony Robbins and has trained over 1M businesses and individuals from his online training, live events and coaching programs. His clients range from small businesses to Fortune 500 companies like Harley-Davidson, LinkedIn, Behr Paint, Google Oakley and Volcom.

David is a serial entrepreneur and sold his first company in 2005. He then moved to Central America with his wife to take a break and learn his 3 s's...Spanish, Salsa and Surfing.

David believes that we all deserve to be successful in life and business. He also believes that each one of us has the power to create a positive ripple effect of kindness and respect for one another through our interactions. We make this impact one person at a time.

Blake Morgan is a leader in customer experience. She is a keynote speaker and customer experience futurist and author of two books on customer experience.

Her bestselling second book is called “The Customer Of The Future: 10 Guiding Principles For Winning Tomorrow’s Business” (HarperCollins), identified by Business Insider as one of the top 20 books executives are reading to deal with COVID-19. In 2021 the book won a top 5 spot on Book Authority’s list of the “Top 100 Future Of Technology Books of All-Time.” She was called one of the top 40 female keynote speakers for 2020 by Real Leaders Magazine. Her first book was “More is More: How The Best Companies Work Harder And Go Farther To Create Knock Your Socks Off Customer Experiences.”

Blake is a guest lecturer at Columbia University, the University of California, San Diego as well as adjunct faculty at the Rutgers executive education MBA program. Blake contributes to Forbes, the Harvard Business Review and Hemispheres Magazine. She is the host of The Modern Customer Podcast and The Be Your Own Boss Podcast.

## **14. Rahul Kapoor**

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<https://www.rahulkapoor.in/>

Rahul is an Indian Motivational Speaker who lives with a vision and purpose to help people across the world to ignite their inner powers and achieve results that matter. He employs his signature style – a combination of high energy levels, a willingness to reinvent and an enviable presence of mind to impart difficult lessons in the most palatable manner.

His years of experience have been enriched by conducting over a thousand sessions for individuals of all ranks and positions of corporate hierarchy which makes him a preferred choice for various events and interventions.

Over the last 20 years, his programs have inspired over 2,00,000 people across 15 countries like Australia, Canada, Malaysia, Singapore, UAE & the USA resulting in increased sales revenue, superior customer service and operational excellence. His largest single audience to date is 7,000 participants.

## **15 . Judeth Wilson**

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<https://www.wetrain.com.au/>

WeTrain CEO Judeth Wilson is a recognised and respected international authority in the corporate training industry.

She has over 20 years of experience in creating and designing proven, successful, soft-skills training courses using the science of ‘Accelerated Learning’. Judeth has a BA in Journalism, is an Advanced Toastmaster, Certified Neuro Linguistic Programming (NLP Practitioner) and has an Australian Certificate IV in Training & Assessment.

Matt is an internationally renowned author, speaker and consultant on customer experience and business strategy.

He won the CMI's Management Book of the Year for his first book, *The Ten Principles Behind Great Customer Experiences*, considered by many to be the definitive book on the subject. His second book, *The Grid*, was published by Random House in 2017 to critical acclaim.

He has been cited and interviewed by the world's leading research firms, has written for *Wired Magazine* and *The Guardian* amongst others, and as a speaker has addressed industry leaders at every kind of organization imaginable from Microsoft to the FBI.

Matt is the CEO of Methodical, a customer experience and strategy consultancy based in London and San Francisco. He is also a Senior Visiting Fellow at Cass Business School, London.

## **17. Annette Franz**

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<https://cx-journey.com/>

Annette Franz, CCXP is the founder and CEO of CX Journey Inc., a customer experience consulting firm. She is an internationally recognized customer experience thought leader, coach, consultant, and keynote speaker. She is also an official member of the Forbes Coaches Council.

She has 25+ years of experience in helping companies understand their employees and customers in order to identify what makes for a great experience and what drives retention, satisfaction, and engagement.

She's sharing this knowledge and experience in her first book, *Customer Understanding: Three Ways to Put the "Customer" in Customer Experience (and at the Heart of Your Business)*.

Adam Toporek is an internationally recognized customer service expert, keynote speaker, and workshop leader.

He is the author of *"Be Your Customer's Hero: Real-World Tips & Techniques for the Service Front Lines (2015)"*, as well as the founder of the popular "Customers That Stick" blog.

When he's not speaking or delivering high energy customer service workshops, he can be found co-hosting the *Crack the Customer Code* podcast and writing extensively on customer experience.

Adam has been recognized in both ICMI's "#CustomerService 100" and *The Huffington Post's* "Top 100 Most Social Customer Service Pros On Twitter" and has been cited or published in a variety of media, including *HuffingtonPost*, *Entrepreneur*, and *Salesforce.com's* blog.

## 19. Flavio Martins

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<http://winthecustomer.com/about/>

Flavio is the VP of Operations and Customer Support at DigiCert, Inc., a leading provider of enterprise SSL Certificate Management and PKI technology for security in the Internet of Things. DigiCert is trusted by thousands of government, education, and Fortune 500 organizations.

Flavio has a B.S. in Information Technology from Utah Valley University and M.S. in Technology Management from Denver University.

His focus is on helping teams leverage technology with the special human factor to create exceptional and memorable customer experiences.

Flavio is an award-winning customer service blogger, customer service fanatic, and on a mission to show that organizations can use customer experience as a competitive advantage to win customer loyalty.

## 20. Denise Lee Yohn

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<http://winthecustomer.com/about/>

Denise Lee Yohn is the go-to expert on brand-building for national media outlets, an in-demand speaker and consultant, and an influential writer.

Denise is the author of the bestselling book “What Great Brands Do: The Seven Brand-Building Principles that Separate the Best from the Rest (Jossey-Bass)”, the e-book “Extraordinary Experiences: What Great Retail and Restaurant Brands Do”, and “FUSION: How Integrating Brand and Culture Powers the World’s Greatest Companies” (Nicholas Brealey, an imprint of Hachette Book Group, March 2018.)

Denise enjoys challenging readers to think differently about brand-building in her regular contributions to Harvard Business Review and Forbes, and has been a sought-after writer for publications including Fast Company, Entrepreneur, Knowledge@Wharton, ChangeThis, Seeking Alpha, QSR Magazine, among others.