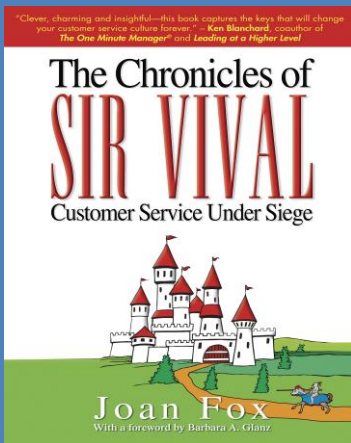




## A Results Driven Performance Expert



**Joan Fox** is a results driven performance expert.

For more than 22 years, she has provided speaking, training and consulting solutions for some of the world's best organizations. With noted expertise in improving the customer experience, organizational culture and management teams, she is unyielding in her passion for excellence.

Joan is the author of the critically acclaimed book, "The Chronicles of Sir Vival: Customer Service Under Siege," endorsed by Ken Blanchard.

Joan is the president of Eagle Inspiration Training & Development, Inc., a national training and consulting firm founded in 1988 and has delivered over 1000 keynotes, training and facilitated sessions

Clients include many on the business "A list." AT&T, IBM, National Amusements (parent company of Viacom), Xerox, Novartis, Johnson & Johnson, Wells Fargo, Omnicare Pharmacy, Johns Hopkins, Disney, Oldcastle Materials and numerous others have all sought her services.

Joan has been published in many trade publications, interviewed on TV and radio for her insights, and is listed in the Who's Who of Professional Speakers. She has earned the designation of CSP (Certified Speaking Professional) which is an honor held by fewer than 700 professional speakers globally.

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