



Introduction for Joan Fox

Years ago, Joan Fox decided that people are much more interesting than bacteria and lower life forms, (pause) and traded in her microscope for a career in sales. Since that time she has expanded her studies to the highest of life forms –people-- into the realm of speaking, training and consulting.

Joan founded Eagle Inspiration Training & Development in 1988 and has consistently impacted the cultures of numerous organizations including IBM, AT&T, Oldcastle Materials, Johnson & Johnson, Johns Hopkins, Novartis, XEROX and the Walt Disney Company.

Joan is frequently interviewed on radio and TV for her insights and is the author of the critically acclaimed book “The Chronicles of Sir Vival: Customer Service Under Siege,” endorsed by Ken Blanchard.

Known for her engaging style, insight, and playful interaction with her audiences, Joan will make you think **AND** lighten up a bit.

Today, Joan’s topic is: