

## **NY Times Best-selling Author, Joseph Michelli, Inducted by National Speakers Association.**

*Joseph Michelli, Ph.D. is a New York Times #1 best-selling author, customer experience consultant, and professional speaker who was just inducted as a Certified Speaking Professional (CSP) by the National Speakers Association.*

Pinellas Park, FL ([PRWEB](#)) August 11, 2015 -- New York Times #1 best-selling author, customer experience consultant and professional speaker, Joseph Michelli, Ph.D. was just inducted as a Certified Speaking Professional (CSP) by the National Speakers Association. Dr. Michelli received this recognition along with a small group of other speakers representing a number of countries. The CSP designation is based on a selection process that includes input from Dr. Michelli's client base, his sustained speaking success, ongoing professional development, business management, and a review of his platform skills. Dr. Michelli stated, "I am greatly honored to have received this recognition from colleagues in the speaking profession and grateful to those organizations and companies around the world that have entrusted me to share leadership and customer experience information with their people."

Dr. Michelli's CSP certification comes in advance of the release of his seventh business book titled *Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way*, which will be released by McGraw-Hill in December.

### About Dr. Michelli:

Dr. Michelli graduated summa cum laude from the University of Denver prior to receiving his Masters and Doctorate in Clinical Psychology from the University of Southern California. His six previous business books have profiled companies like The Ritz-Carlton Hotel Company, Starbucks, Zappos and the Pike Place Fish Market. Dr. Michelli has won the Asian Brand Excellence Award and achieved numerous other writing and presentation honors. Global Gurus International has named him one of the World's Top 30 Customer Service Professionals. He is an editorial board member for the Beryl Institute's Patient Experience Journal (PXJ) and on the founder's council of CustomerExperienceOne.

**Contact Information****Lynn Stenftenagel**

The Michelli Experience

<http://www.josephmichelli.com>

+1 734-697-5078

**Arden Izzo**

FarrowPR

<http://www.farrowpr.com>

866-949-6868

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