



Joseph Michelli

Joseph A. Michelli, Ph.D., 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 the total customer experience. His insights encourage leaders and frontline workers to grow and invest passionately in all aspects of their lives.

Dr. Michelli's latest book, *The Zappos Experience: 5 Principles to Inspire, Engage, and WOW*, was released in October, 2011. His book, *Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System* was released in May 2011 and achieved number 1 bestseller status on the *New York Times*, *Wall Street Journal*, *USA Today*, *Publishers Weekly*, and *Nielson BookScan* lists. His prior bestselling books include *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 Michelli received his Bachelor's Degree from the University of Denver and his Masters and Doctorate from the University of Southern California. He is a professional member of the National Speakers Association and the Authors Guild. Joseph has won the Asian Brand Excellence Award and achieved numerous other writing and presentation honors.

Dr. Michelli is committed to social causes associated with curing cancer and abating world hunger. He is an avid music lover and drummer. Dr. Michelli believes his greatest accomplishment is his ability to learn from the laughter and humor of his children, Andrew and Fiona.