



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Joseph Michelli, Ph.D.

Travels from: Colorado

Fee Range: \$10,001 - \$15,000

Joseph A. Michelli, Ph.D., is an internationally sought-after speaker, author, and organizational consultant who has been described as "catching what is right in the world and playfully sparking people and businesses to grow toward the extraordinary."

In addition to writing best-selling books about enduring business principles, he hosted an award-winning daily radio program in Colorado Springs, Colorado for over a decade.

Dr. Michelli transfers his knowledge of exceptional business practices through keynote presentations that explore ways to 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 life.

Dr. Michelli's book, *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary*, published by McGraw-Hill, regularly achieved bestseller status on the *Wall Street Journal*, *BusinessWeek Magazine* and *USA Today* lists. He has been featured on television programs such as The Glenn Beck Show and CNBC's "On the Money" and has conducted hundreds of radio and print interviews.

Dr. Michelli's other books include *The New Gold Standard* about service excellence at 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.

Dr. Michelli believes his greatest accomplishment is his ability to learn from the laughter and humor of his children, Andrew and Fiona.

Most Requested Programs...

- Now More Than Ever: The Importance of Customer Experience in a Tight Economy
- Sustainable Business - Artfully Focusing on Your Existing Customer
- Own it and They Will Come
- Serving Hope, Focus and Humor in Challenging Times
- The New Gold Standard: Leadership Principles for Creating Legendary Customer Experiences
- The Starbucks Experience: Lessons in Leadership to Spark YOU and Your Business
- When Fish Fly: Lessons from the World Famous Pike Place Fish Market
- The Road to Practical Innovation
- From the Ordinary into the Extraordinary: Lessons for Growing People and Business
- Enjoying Life to the Fullest by Capturing the Naturally Occurring Humor of Reality