

# Leading a Customer-Centric Culture

with Jeff Toister

## Additional Resources

This page contains a list of links to additional customer service resources. They can help you take a deeper dive into many of the topics covered in the course.

### From Jeff Toister

Tips: [Customer Service Tip of the Week](#)

Blog: [Inside Customer Service](#)

Book: [The Service Culture Handbook](#): A Step-by-Step Guide to Getting Your Employees Obsessed with Customer Service

### More training videos:

- [LinkedIn Learning](#)
- [Lynda.com](#)

### Service Culture Books

- Amaze Every Customer Every Time: 52 Tools for Delivering the Most Amazing Customer Service on the Planet by Shep Hyken
- Fusion: How Integrating Brand and Culture Powers the World's Greatest Companies by Denise Lee Yohn
- Uncommon Service: How to Win by Putting Customers at the Core of Your Business by Frances Frei and Anne Morriss

### Service Culture Books

- [Customer Service Life](#)
- [Shep Hyken's Customer Service Blog](#)
- [HelpScout Blog](#)

### Podcasts

[Navigating the Customer Experience](#)

[Net Promoter System Podcast](#)

[Crack the Customer Code](#)

### Organizations

[International Customer Management Institute \(ICMI\)](#)

[Customer Experience Professionals Association \(CXPA\)](#)