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### **About Joan Fox**

Joan Fox is nationally recognized as a Customer Service and Service Leadership Expert. Since her company's inception in 1988, Joan has become a trusted resource for companies and associations to help increase their capacity to compete and win. Delivering consistently compelling keynote speeches, training and consultant advice, Joan challenges people and businesses to think in innovative ways.

In testament to Joan's expertise, much of her business is returning clients and referrals. Joan's speaking style is playful, yet content driven. She believes that learning is facilitated by involvement, interaction and having fun. A hallmark of Joan's work is the customized content that ensures a meaningful end product.

Joan is a member of both the National Speakers Association and NSA Ohio. Her articles have been published in "About Bizz" Magazine and "The Small Business Journal" as well as numerous trade publications. Joan has been interviewed on television and radio and is listed in the Who's Who of Professional Speakers.

Before founding Eagle Inspiration, Inc., Joan was a clinical microbiologist by profession. Deciding that people were a more interesting study than bacteria and other lower life forms, she re-careered and discovered her niche. Joan is based in Cincinnati, Ohio where she resides with her four children and husband.