

## 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

[Lynda.com/JeffToister](https://lynda.com/JeffToister)

[LinkedIn Learning](#)

## Customer Service Books

*Be Your Customer's Hero*, by Adam Toporek

*The Amazement Revolution*, by Shep Hyken

*High-Tech, High-Touch Customer Service*, by Micah Solomon

## Customer Service Blogs

[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 Association \(CXPA\)](#)