CUSTOMER SERVICE

Professional Organizations:
- International Customer Management Institute (ICMI)
- Customer Experience Professionals Association (CXPA)
- International Customer Service Association (ICSA)

Events & Training:
- UVa Center for Leadership Excellence classes
- SkillSoft classes
- UVa Exceptional Assistants’ Network (EAN)
- International Customer Management Institute (ICMI) events
- American Management Association webinars & web events
- Customer Experience Professionals Association (CXPA) webinars
- International Customer Service Association (ICSA) webinars

Education & Certifications:
- Certified Customer Experience Professional (CXPA)
- Certified Customer Service Professional Certification (ICSA)
- Customer Service Certification Level II (ICSA)

Independent Learning:

Books:
- Customer Service Skills for Success (Connect, Learn, Succeed) by Robert Lucas
- Willie’s Way: 6 Secrets for Wooing, Wowing, and Winning Customers and Their Loyalty by Phillip Van Hooser
- The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by Stephen R. Covey
- First Things First by Stephen R. Covey
- Principle-Centered Leadership by Stephen R. Covey

Social Media:
- International Customer Management Institute (ICMI) Facebook
- International Customer Management Institute (ICMI) LinkedIn
- International Customer Management Institute (ICMI) Twitter
- International Customer Service Association (ICSA) LinkedIn
- CXPA Facebook
- CXPA Twitter
- CXPA LinkedIn
Other Resources:
Harvard Business Review Customer Service articles, books, and case studies

On-the-job Resources:

Mentoring:
- Management Mentors
- National Mentoring Partnership
- Center for Creative Leadership (CCL) mentoring information
- Bringing People Together mentoring information
- Virginia Mentoring Partnership
- Free Management Library

Job Shadowing:
- Careers Out There
- "The Job Shadow Knows: Try on a Career Before You Commit"
- About.com "Job Shadowing is Effective On-the-Job Training"
- Success Mentor Education Inc. "Top 7 Questions to Ask on a Job Shadow Interview"

Informational Interviews/Networking
- My UVa Career
- UVa Exceptional Assistants' Network (EAN)
- "Mastering the Informational Interview" (NY Times)
- "What is an Informational Interview Anyway?" (U.S. News & World Report)
- Informational Interviewing: The Neglected Job Search Tool
- "How Does an Informational Interview Work?"

360 degree feedback:
- UVa Center for Leadership Excellence: Leadership Consulting, 360 Degree Feedback
- custom insight: "What is 360 Degree Feedback?"
- American Psychological Association "Do 360 Evaluations Work?"
- Sigma Assessment Systems: Best Practices in 360 Degree Feedback
- About.com: "Sample Questions for 360 Reviews" by Susan M. Heathfield
- SkillSoft: 360-degree Performance Appraisal