



## 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](#)  
[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:**

[The Customer Rules: The 39 Essential Rules for Delivering Sensational Service](#) by Lee Cockerell  
[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](#)