

INTRODUCING MYRA

Important Note: *The introduction is a crucial part of Myra's presentation. Done properly, it establishes Myra's credibility and sets an upbeat tone.*

Myra Golden helps companies create the best possible customer experience. She has designed and delivered training for the CDC, McDonald's, Coca-Cola, AARP, Ally Bank, Michelin Tires, Frito Lay, and others.

Huffington Post named Myra one of the Top 10 Customer Service Bloggers, and she is the co-author of Beyond WOW! She graduated from the University of Oklahoma in Psychology and a Master in Human Relations.

Myra developed her de-escalation tactics after years of study and interviews with former police officers, armed security guards, mental health professionals, and an arbitration lawyer. Her keys to delivering bad news come directly from her discussions with doctors.

Along the way, Myra has taught college and university students, served on corporate boards and been Home-Room Mom and PTA Board Member.

Please help me welcome....Myra Golden!