



Empathetic Approach to Customer Service The Booklist

Books

The Starbucks Experience – Joseph A. Michelli

Start with Why – Simon Sinek

Creating Magic – Lee Cockerell

Be Our Guest – Walt Disney Company: Michael D. Eisner and Theodore Kinni

Yes, And by Kelly Leonard & Tom Yorton

Any book written by Brené Brown

Hardwiring Happiness! By Rick Hanson

Happiness Advantage by Shawn Achor

Websites

Brené Brown on Empathy – Empathy vs Sympathy <https://youtu.be/1Evwgu369Jw>

What kind of Asian are you? – from Ken Tanaka Loves you

<https://www.youtube.com/watch?v=DWynJkN5HbQ>

Articles

Greater Good Magazine (Berkeley) – By Roman Krznaric

http://greatergood.berkeley.edu/article/item/six_habits_of_highly_empathic_people1

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