

# Dr. Janelle Barlow, global Organizational Development & Management Guru, and President TMI USA to visit India

## Will deliver seminar series in New Delhi, Mumbai and Bangalore

**New Delhi, Tuesday, July 1, 2008:** InspireOne, a leading provider of people and organization development solutions, today announced that Dr. Janelle Barlow, the globally renowned Organizational Development & Management Guru and President & Owner of TMI US, would be visiting India in the coming week. TMI Global has been a valued partner of InspireOne in India since 1999, consistently providing access to global know how and best practices.

Dr. Barlow has inspired over 100,000 people with her training programs, workshops and is a sought-after speaker on Customer Service and Service Recovery. She was twice awarded the prestigious “International Trainer of the Year” award by TMI. She has also earned the designation of Certified Speaking Professional from the National Speaker’s Association in USA. In Addition, she is also an author of several best selling books such as ‘Branded Customer Service: The New Competitive Edge’ that was called “*The Bible of Branding*” and ‘The Stress Manager: A Practical Guide to Optimum Health and Performance’. In addition, she is the co-author of ‘Emotional Value--Creating Strong Bonds with Customers’ and ‘A Complaint Is A Gift (ACIAG)--Using Customer Feedback as a Strategic Tool’.

‘A Complaint Is A Gift’ is a critically acclaimed book , which has received a lot of appreciation and recorded the sales over 200,000 copies in the first year. The book has been translated into 21 languages and has dramatically impacted organizations around the world that have applied its principles.

Deepak Mohla, MD TMI India and InspireOne said, ‘Janelle will be addressing the top management personnel from the leading corporates. Her visit becomes even more strategic and timely given the current market scenario. Most organizations are now looking at customer loyalty, apart from acquisition, as a key driver for growth. In order to achieve this, the top management needs to create a culture where the customer is the centre point of all strategic decisions. Janelle’s seminar on Inspiring Customer Centric Cultures will help them work towards this.

She will lead one-day seminars in New Delhi on July 8, Mumbai on July 10 and Bangalore on July 11 and will introduce her latest Service Recovery Map that can be used by organizations to listen and align to customer expectations, thereby inspiring customer centric cultures.

She would be reaching India on July 2, 2008 and will leave on July 12, 2008.

### **Profile of Janelle Barlow**

Janelle is the author of the bestselling business book *A Complaint is a Gift*, published in 21 languages with over 200,000 copies sold. Since the book first came out twelve years ago, the response to Janelle’s approach to complaints in the marketplace has been overwhelming. The original book has been adopted as the standard mind-set for hundreds of organizations in dozens of industries around the world.

She is an entrepreneur and author, plays classical piano, and is an award-winning photographer. Janelle is CEO of Branded Customer Service and the President and owner of TMI US, a partner of TMI International with offices in 43 countries worldwide.

Her Ph.D. was earned at the University of California at Berkeley. She has two master's degrees, one in International Relations and another in Psychology. Her business is a certified WEBNC woman-owned enterprise

**About TMI India, a unit of InspireOne:**

TMI India is an HR consulting and training firm that offers innovative solutions to help organizations maximize their corporate value by investing in their human capital. It is a partner of InspireOne, a leading provider of people and organization development solutions, directed towards leadership, performance enhancement, excellence in customer service, organizational development and sales training. Founded in 1999, TMI India has offices in three Indian cities—Delhi, Mumbai and Bengaluru.

To learn more about the products and services, please visit [www.tmiindia.com](http://www.tmiindia.com), [www.inspireone.in](http://www.inspireone.in)

**Press Contact:**

Diksha Kuhar  
InspireOne  
+91 9958177130  
[dikshakuhar@inspireone.in](mailto:dikshakuhar@inspireone.in)