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Andy has written 5 books and earned 4 degrees, including an M.A.-Human Resources Development and an M.A.-Marketing from Webster University in Missouri. He is the author of the award-winning book "Kiss Your Customer: 77 Reasons Why Sales & Service Are Just Like Dating & Relationships" and his latest book "Things LEADERS Say: A Daily Guide to Help Every Leader Empower & Inspire." Andy has been featured on the LifeTime Television network, PBS, Investor's Business Daily, and Leadership Excellence magazine. His website is www.Andy-Masters.com