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Contact:  
Edward D. Gagnon, President  
Customer Service Solutions, Inc.  
704-553-7525  
<http://www.cssamerica.com>

### **Customer Service and Politics - New Podcast on The MESH Network**

CHARLOTTE – With the election in full swing, The MESH Network has just released its latest “Stepping Up Service” podcast (<http://themesh.tv/stepping-up-service/>) episode entitled “The Politics of Customer Service.”

In this new podcast, hosts Ed Gagnon, President of Charlotte-based Customer Service Solutions, Inc. ([www.cssamerica.com](http://www.cssamerica.com)) and MESH Executive Producer Alan Jackson address the lessons learned of corporate politics, and how these internal clashes impact the customer, the culture, and the ultimate success of a company.

“It’s exciting to be part of a podcast that can take the 2012 election and relate the politics of Washington to the politics of any given business,” says Gagnon. “Companies can overcome internal politics, but they have to understand the root causes of infighting to come up with the right solutions.”

“This podcast is important in that we address six typical drivers of corporate politics and how to overcome them,” says Jackson. “It’s a quick listen for the audience, full of methods and key tactics to ensure that internal fights don’t limit organizational performance.”

#### **ABOUT THE MESH NETWORK**

The MESH is an online network of special interest shows available on the Internet with the ability to play on computers, mobile phones, or tablets such as iPads. The MESH is a production of Western North Carolina-based Jackson Group Interactive, and all of its programs are available on its web site, <http://www.themesh.tv>. All shows are free to listen, watch or download. Visitors to the web site can choose a show of interest, listen to the latest or past episodes at any time, and then choose to “subscribe” through the iTunes store to ensure they automatically receive new episodes whenever they are available.

Jackson Group Interactive produces The MESH and is a full-service video and multimedia production firm and a wholly-owned subsidiary of The Jackson Group, located at 219 1st Avenue SW in Hickory. The Jackson Group has been in business helping organizations “manage well, serve well, and communicate well” since 1976.

For more information about The MESH, to listen to any of the shows, or for instructions on subscribing through the Apple iTunes store, please visit the network web site at [www.themesh.tv](http://www.themesh.tv). Questions, suggestions, or feedback can also be sent directly to The MESH by email at [info@themesh.tv](mailto:info@themesh.tv).

## ABOUT CUSTOMER SERVICE SOLUTIONS, INC.

Founded in 1998, Customer Service Solutions designs and implements customer retention and growth strategies, culture change programs, customer service training, and research services such as mystery shopping and customer perceptions surveying. Ed Gagnon is also the author of Ask Yourself...Am I Great at Customer Service?, a new book that describes what makes an individual GREAT at customer service. Call 704-553-7525 for more information.

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Follow us on Twitter at <http://twitter.com/edgagnon>