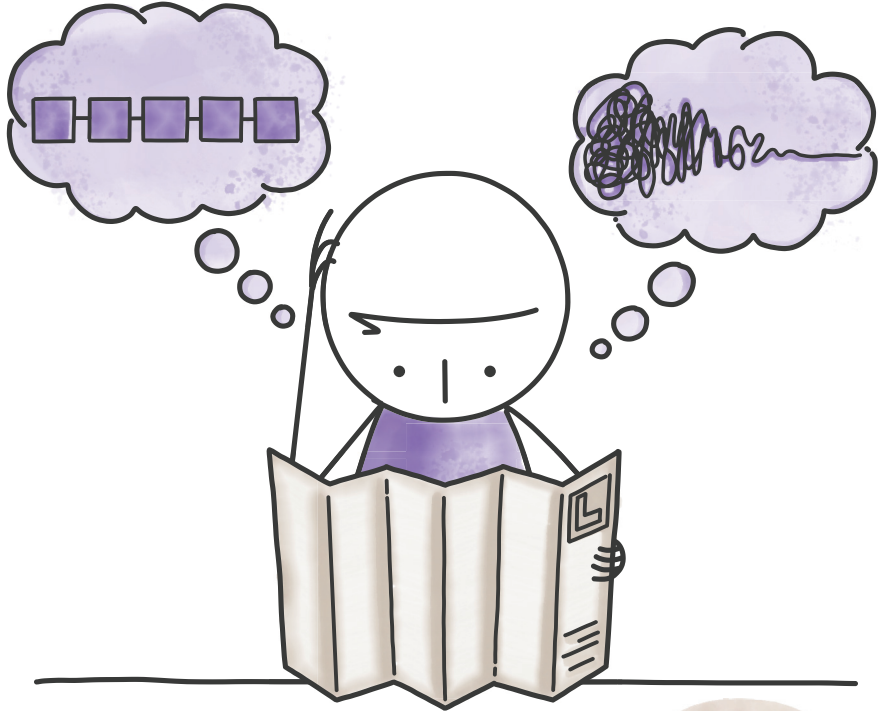


10 LESSONS FOR CUSTOMER EXPERIENCE TEAMS



Support leaders across the organisation to identify the different leadership practices required to lead creative and ambiguous processes. Although leaders will understand the importance of customer centricity, they may not have the experience of leading such work. It is important to support them in their learning journey.

Support leaders