



e-learning

Customer- and employee-centred leadership

Your team is more digital and agile – in short, your team has arrived in the new working reality. Your customers provide feedback on the product or service much earlier and more frequently. And your employees can live more flexible working models.

You have probably already noticed that the increased demands of customers and the needs of your employees do not always fit together smoothly. In this e-learning you will learn how to better understand these different needs, how to turn them into win-win situations and how to steer your team towards more satisfaction and motivation.

Booking Number: 31329

Group of participants:
New leaders and leaders whose teams are increasingly working in a hybrid way

Duration: **approx. 1 hour**

Language:  

Unit price:

€ 49,- zzgl. MwSt. | € 58,31 inkl. MwSt.

Package prices from 50 licenses on request

Learning objectives

- ✓ assess the relevance of customer- and employee-centred leadership.
- ✓ proactively involve customers and employees in your process and product development.
- ✓ better understand the needs of your employees and thus improve your team performance.
- ✓ use the co-creation process with added value.
- ✓ be supported by digital tools and introduce them in a meaningful way.

Contents

- Relevance of customer- and employee-centred leadership
- Involving customers and employees in process and product development
- Increasing team performance by recognising employee needs
- Co-creation process
- Using and introducing digital tools



Information on the web

www.haufe-akademie.de/31329



Let us advise you

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