



You Think You Are Doing Well?: Become a Winner with Customer-Centric Process Leadership!

Janne Ohtonen

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Book from rewarded BPM Blogger Janne Ohtonen! The author has received a Gold Medal in sharing his thought leadership to over 40,000 readers world-wide. This is now 2nd edition of the book.

This book gives you ideas on the topic of business process management and leadership for every week of the year. The book contains unique thought leadership combined with reflective questions that will stimulate you to improve your business and skills.

THIS IS WHAT OTHERS SAY ABOUT THE AUTHOR AND THE BOOK:

"Great ideas for weekly improvement!" - Senior Partner, thenextten.org

"I found Janne to be an innovative leader constantly looking to add value to those around him in unique ways." -Director

"Really important ideas for leaders!" - Founder, BPMLeader.com

With this book you will get ideas and tools on:

- How to develop your process management skills.
- How to become a better leader and improve social skills.
- The most important things to consider in process excellence.
- A customer-centric approach to business strategy.
- Tips and tools to use in your daily work.

This book is for leaders who want to improve their business processes and leadership skills from a customer-centric perspective. Proceeds from this book are given to charity.

"Janne is a coach, speaker and trainer that has been equipped with the best material and has developed the proper skills set to work with clients." - Certified Coach, Speaker and Trainer

"This book helps to build process excellence!" - CEO, Ubience

This book will give you answers to some burning questions like:

- Are you still working with outdated business methods?
- How to launch a BPM programme successfully?
- Why do people need to be lead?

If you really want to develop as a leader and improve your organisation, then "You Think You Are Doing Well? Become a Winner with Customer-centric Process Leadership" book is for you!

The author, Janne Ohtonen, believes that the most dramatic changes to an organisation's efficiency and

performance comes through an alignment of customer experience with business architecture and innovation. That requires both leadership skills and commitment, which you can learn from this book.

The book comes with free videos and infographics!

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