

The Leader's Role in Building a Customer-Centric Organization

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Mastering Leadership and Human Resources Management, By Melkisedeck Leon

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In today's highly competitive business landscape, it is crucial for organizations to prioritize customer satisfaction and loyalty. And who plays a pivotal role in creating a customer-centric organization? None other than the leader themselves! ?

Here are 15 key points that highlight the leader's role in building a customer-centric organization:

Remember, building a customer-centric organization is an ongoing journey that requires consistent effort and dedication. By prioritizing the role of leaders in shaping a customer-centric culture, organizations can gain a competitive edge and foster long-term customer loyalty. ?

What do you think is the most important role of a leader in building a customer-centric organization? Share your thoughts and experiences below! ?