



Durf je manier van  
denken op zijn kop  
zetten.



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Global Head of Talent Management - bpostgroup



VS



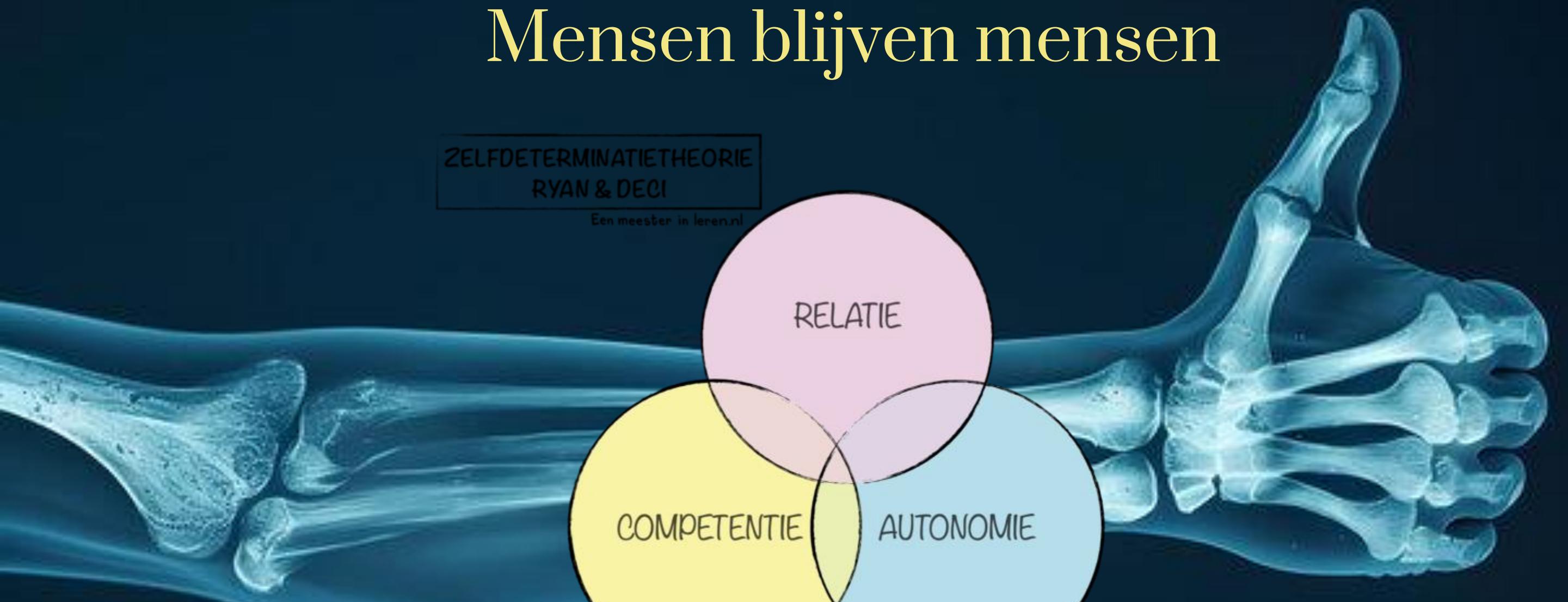
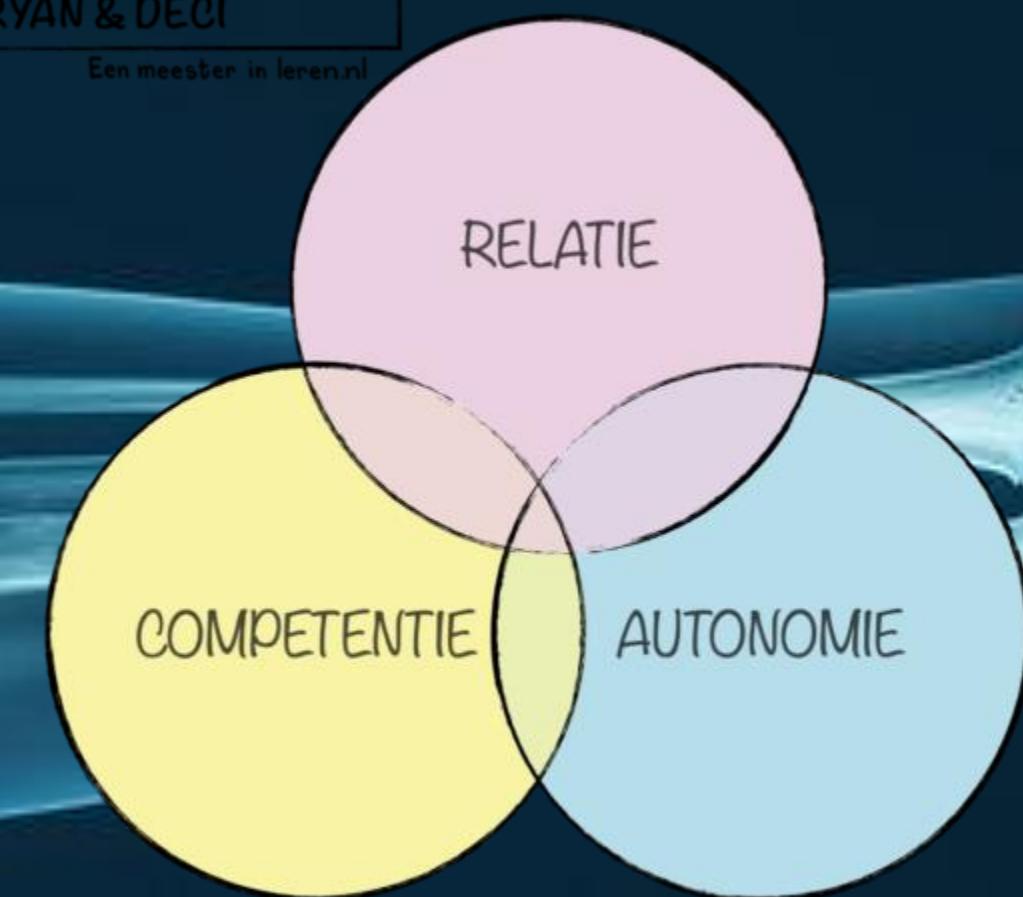


# Mensen blijven mensen

ZELFDETERMINATIETHEORIE

RYAN & DECI

Een meester in leren.nl

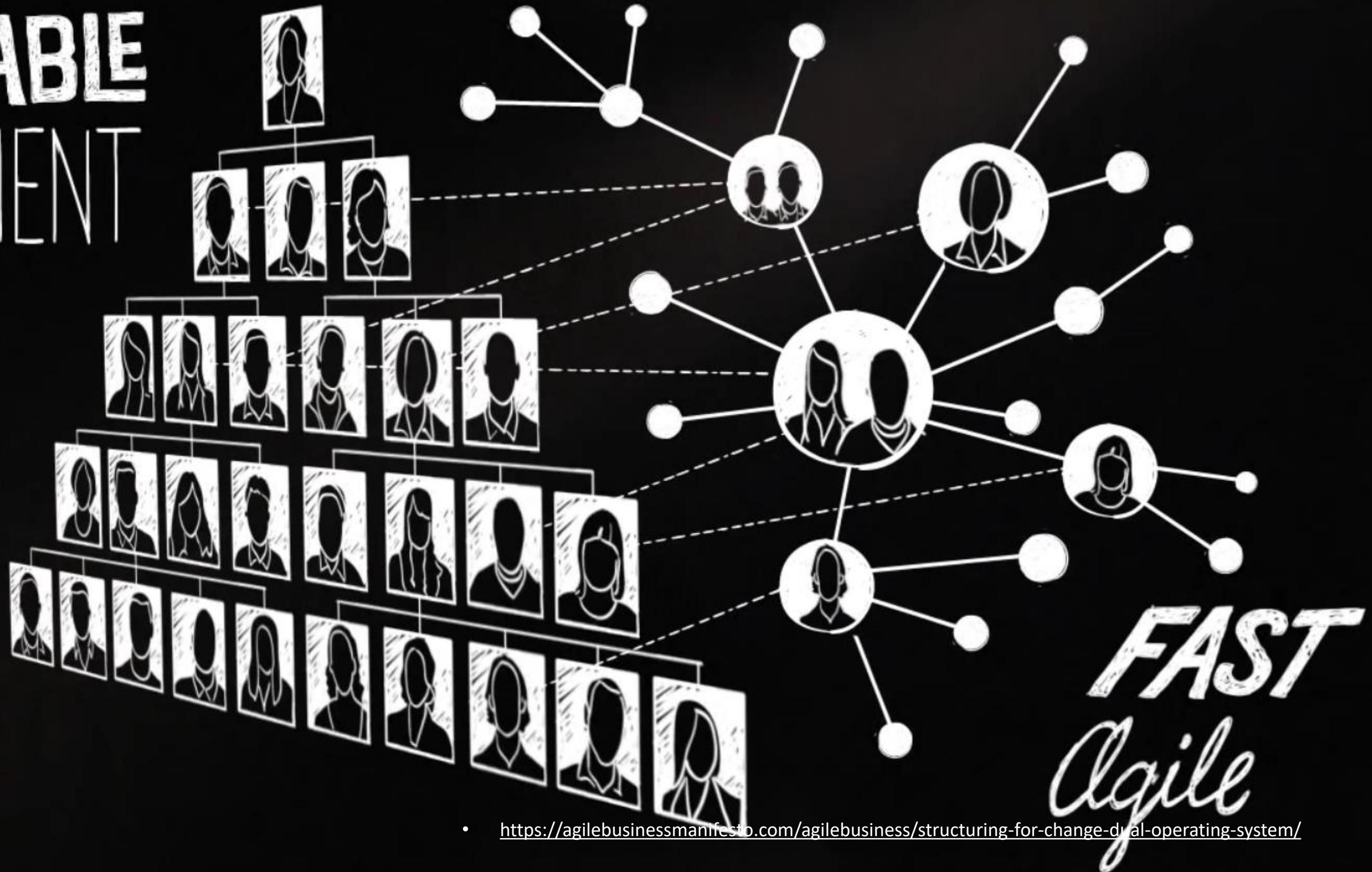


Werk is niet meer wat het geweest is





# RELIABLE EFFICIENT





5 aandachtspunten  
voor een sterke  
medewerkerservaring  
(die zorgen voor  
sterke klantenervaring)

A photograph of a Dutch football team huddled together in a circle on a green grassy field. The players are wearing orange jerseys with blue trim, orange shorts, and orange socks. Some jerseys have the number 14 or 22 visible. A few players are wearing gold vests with "FIFA WORLD CUP Qatar 2022" printed on them. In the background, a few players in green jerseys are also visible.

l. Zingeving

## 2. Welbevinden

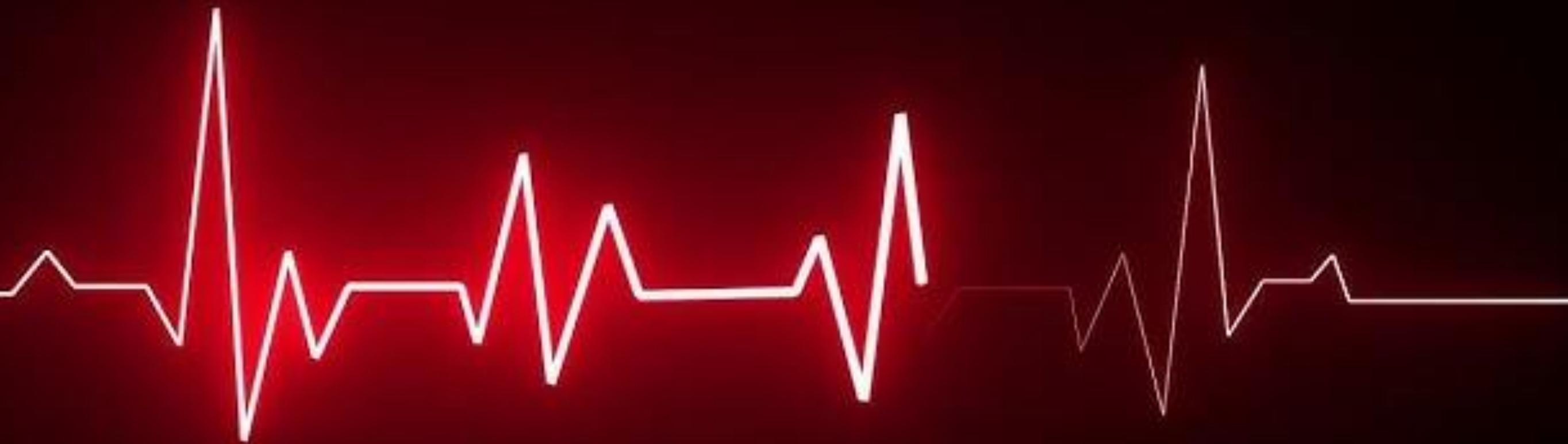


# ALTEBRA DT **ATTRACT**

# 3. Hyper-personalisatie



## 4. Vinger aan de pols



## 5. Technologie als vector





**THIS LEARNING  
WILL SELF-DESTRUCT  
IN 24 HOURS**

<https://www.mentimeter.com/app/presentation/al9xmk8dufyqys1omueta9d7x3v94ub8/edit?source=share-modal>

Welk CX concept zou je graag toegpast zien op jou en je collega's?

128 responses



A young girl with long brown hair is peeking over a dark wooden fence. She has a wide-eyed, surprised expression. Her hands are gripping the top of the fence. The background is blurred, showing green foliage and white flowers.

Je beste CX  
begint bij de  
EX van je  
medewerkers