



Steven Van Belleghem

Expert on the Transformation of Customer Relations

"Steven helps companies adapt their strategy to today's conversation age"

Steven van Belleghem is a customer experience enthusiast! His mission is to inspire companies to become more customer centric. Steven believes in combining common sense, new technologies, an empathic human touch, playing the long game and taking social responsibility to win the hearts and business of customers over and over again.

TOPICS:

- Customer Experience and AI
- Transform the Role of Humans in CX
- Digital Transformation
- CX Strategy
- Creating a Strong Customer Culture
- The Power of Conversations
- Customer Experience and AI:
Customers the Day After Tomorrow

LANGUAGES:

He presents in English.

PUBLICATIONS:

- 2023** A Diamond in the Rough
- 2017** Customers the Day After Tomorrow
- 2014** When Digital Becomes Human

IN DETAIL:

He is a co-founder of consultancy firm Nexxworks and the co-founder of content creation company Snackbytes. He spent the first 12 years of his career as a consultant and managing partner of the innovative market research company InSites Consulting. During that time, the company grew from 8 to 130 staff with offices in 5 countries. Steven is also an investor in customer experience related companies such as Hello Customer and IO Digital. Steven complements his entrepreneurial activities with his work as a part-time marketing professor at Vlerick Business School and guest speaker at London Business School.

WHAT HE OFFERS YOU:

Steven is an expert in inspiring companies to become true customer-centric organisations, in our high-speed digital world. Steven's keynotes are about the future of customer experience and are mind stretchers for business leaders.

HOW HE PRESENTS:

A very energetic and pragmatic keynote speaker, Steven takes his audience on a journey to the world of modern customer relationships in a clever, enthusiastic, and inspiring way.