

## Data-Driven Leadership

# Building a Data-Driven Culture: From Intuition to Insight



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**What is the biggest barrier to becoming data-driven in your organisation?**



## Question 1

**From your experience, how can leadership genuinely champion data-driven decision-making, especially across functions like marketing, product, and customer experience?**



Q&A



## Question 2

**What does it take to build real data literacy across an organisation, beyond dashboards and training sessions?**



Q&A



## Question 3

**How do you design KPIs and incentives so teams optimise for customer outcomes, not just their own local metrics?**



Q&A



Q&A

Q&A