

## Stefan Osthaus

CX/EX Expert – International Keynote Speaker & Author – Founder of mybalance.net

### Resources

Additional photo material and background information on Stefan Osthaus can be downloaded from our Press Center at:

<http://press.stefanosthaus.com>



### Biography

#### 250 words

Stefan has been a leader in Fortune 500 companies for more than 15 years. He has held global responsibility for the customer experience of tens of millions of customers as well as employee experience of thousands of employees. Stefan now helps leading organizations around the globe to combine their Customer and Employee Experience practices and treat them as two sides of the same coin. Stefan is a global keynote speaker and the founder of mybalance.net.

Whenever Stefan Osthaus speaks about customers on stage, you will be exposed to years of experience as a global VP of Customer Experience combined with a witty presentation style that leaves audiences enthusiastic. Stefan bases his advice and insights on a success story of having increased a Fortune 500 company's NPS score by 30 points, making them a leading CX player in their field. It is Stefan's philosophy that organizations cannot achieve superior customer experience without also maintaining a sustainably great employee experience.

Having observed people complain about the lack of "work-life-balance" throughout decades of experience as a leader, Stefan has turned his experience and passion to help improve balance for others into dedication to provide Life Balance advice to users, audiences and corporate employees around the world. Consequently, Stefan developed the 4P of Employee Experience (Pay, Play, Productivity, and Purpose) and focuses on the link between employee environments and customer experiences, as well as value-based leadership. His latest book—*The End of Work-Life Balance*—is available on amazon around the world.

#### Contact:

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### 150 words

Stefan has been a leader in Fortune 500 companies for more than 15 years. He has held global responsibility for the customer experience of tens of millions of customers as well as employee experience of thousands of employees. Stefan helps leading organizations around the globe to combine their Customer and Employee Experience practices and treat them as two sides of the same coin.

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### 100 words

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### 50 words

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## Stefan Osthaus' Title

For use as photo caption or in agendas:

*Customer + Employee Experience expert, international keynote speaker, author, and founder of mybalance.net*

## MC Introduction Bullet Points for Stefan Osthaus

For use in the MC's introduction of Stefan on stage:

- Stefan Osthaus
- Customer + Employee Experience expert, international keynote speaker, author, and founder of mybalance.net
- Has been a leader in Fortune 500 companies for more than 20 years
- Was responsible for the Employee Experience of tens of thousands of employees...
- ... and the Customer Experience of more than 100 million customers worldwide.
- Stefan is a strong believer that employees should come first if you truly want to shine in front of your customers.

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