Delivering Leading Customer Experiences

LEADERSHIP

Delighting Customers
What it is: It is a desire to help or serve customers, to meet their needs and ensure their satisfaction. It includes fostering good relationships with customers, being responsive to their needs, and maintaining a positive outlook.

Managing Complexity
What it is: It is about knowing how to manage and work in a complex and fast-changing environment. It includes understanding the dynamics of the business, and the ability to manage the complexity and change that arise.

Delivering Leading Customer Experiences
What it is: It is the focus on delivering exceptional experiences to customers, ensuring their needs are met, and exceeding their expectations. It includes identifying customer needs and providing solutions to meet those needs.

Influencing Others
What it is: The ability to influence others, particularly those who do not have the same level of authority or influence as oneself. It includes being able to influence others to take action, or to adopt a particular viewpoint.

Developing Talent
What it is: Developing a proactive orientation towards talent for Al-Futtaim’s growth by understanding, encouraging, supporting and empowering emerging leaders to fulfill their potential. This includes taking ownership for developing people and aligning them in readiness for their professional development.

Promoting the Self
What it is: The ability to promote the self through effective communication and networking. It includes identifying personal strengths and weaknesses, and using them to advantage.

Prioritising Collaboration as a Key Priority for Organisational Success
What it is: Prioritising collaboration as a key priority for organisational success involves building strong relationships with colleagues, team members, and partners, and being able to work effectively in a team.

What it is: Leadership and influence as an employer of choice in the market includes demonstrating a strong vision for the future, developing and retaining talent, and ensuring the organisation is seen as an employer of choice.

Leading Teams

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Talent Management
What it is: The ability to manage and work in a complex and fast-changing environment. It includes understanding the dynamics of the business, and the ability to manage the complexity and change that arise.

BEHAVIOURAL INDICATORS

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