

# Transforming the transformers ...



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... but some fundamental principles remain

**New Leadership**  
The Perfect  
Candidate, Please

viewpoint

Amrop  
Leadership  
Series

**From Disruption  
to Daylight**  
How Leaders Are  
Travelling the Digital  
Change Curve

By  
Richard WALKER

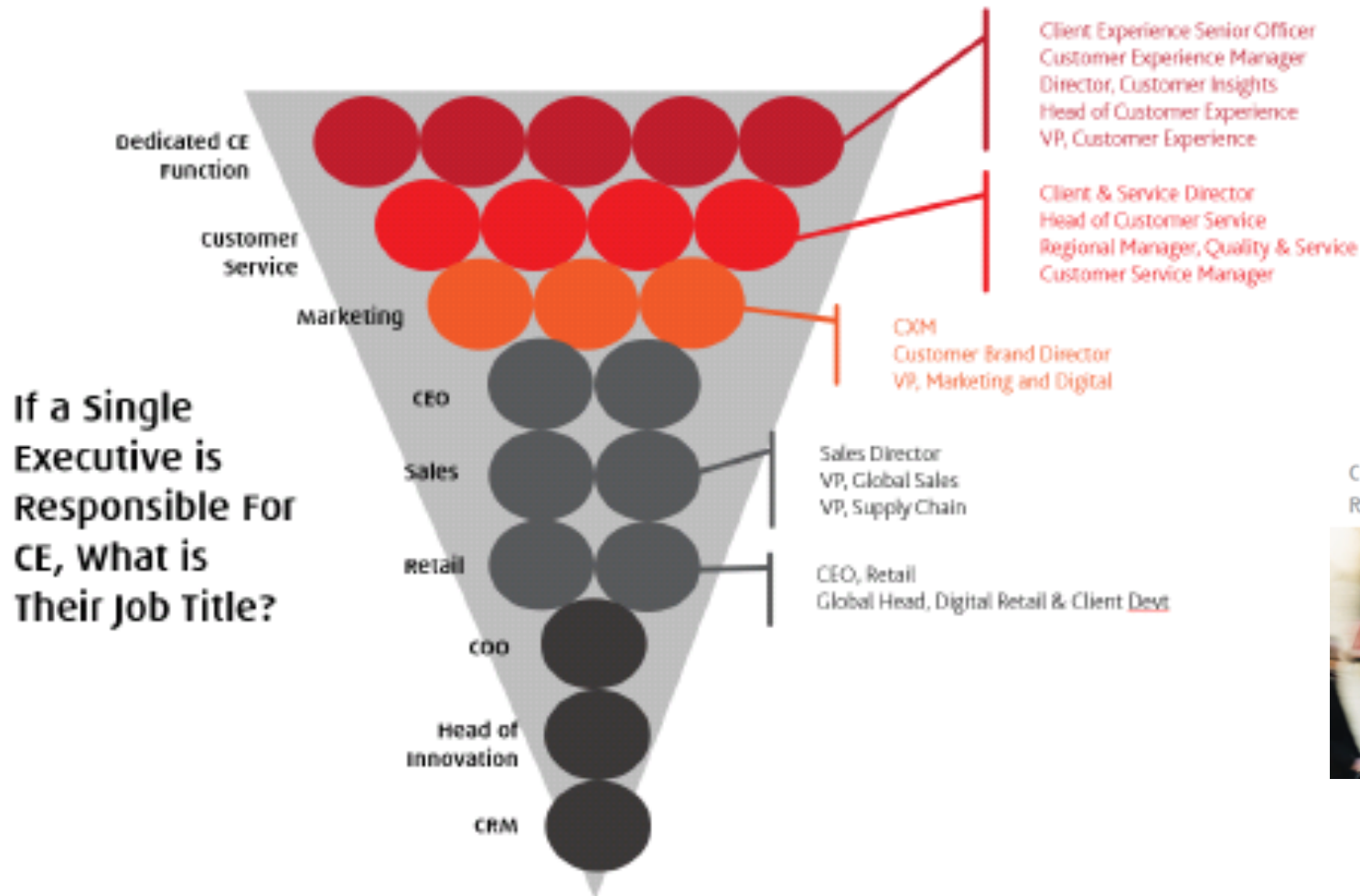
Interview by  
Peter SMINK for  
MANAGEMENT  
SCOPE



# Customer experience (CE) is an emergent discipline



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# A rich knowledge portfolio is called for



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**Which Knowledge Domains Are critical?**

