

# Confirmation of Participation

## Thought Leaders

### Davor Ostojic

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has participated in the following openSAP thought leaders course:

#### The Power of Experience Management

Instructor: Bruce Temkin

This thought leaders course was held from October 16 through November 14, 2019. It comprised 2-3 hours of learning effort.

The course covered the following topics:

- What is experience management (XM) and how organizations can use XM to consistently deliver the best experience
- Why XM is important, and what are the competencies required for success

Walldorf, Germany, November 2019

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