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# Process

Going from 0 to 1

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# My role as Head of Design

## Management

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1. Shared sense of purpose
2. Focused, empowered leadership
3. Authentic user empathy
4. Understand, articulate and create value

## Output

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5. Support the entire journey
6. Deliver at all levels of scale
7. Establish and uphold standard of quality
8. Value delivery over perfection

## Stakeholders

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9. People focus approach
10. Build a safe and healthy feedback environment
11. Foster a collaborative environment
12. Manage operations effectively