
Steven Van Belleghem



Steven believes in a bright future where companies play the long-term game with their customers. His passion is spreading ideas about the future of customer experience. Steven believes in the combination of common sense, new technologies, an empathic human touch, playing the long-term game and taking your social responsibility to win the hearts and business of customers over and over again.

Steven is the author of multiple international bestselling books including 'The Conversation Manager', 'When Digital Becomes Human', 'Customers the Day after Tomorrow', 'The Offer You Can't Refuse'.

Steven Van Belleghem is an international keynote speaker. These past years Steven has given more than 1,250 presentations at events in over 45 countries. His core expertise is the future of customer experience. The combination between customer-centric thinking, the latest technologies and the human touch is the guiding principle in Steven's stories.

Steven has authored five international bestsellers about customer experience and has sold more than 150,000 books. His work has been translated into seven languages and he is the recipient of a variety of awards (most innovative marketing book, best marketing book, best international business book). His opinion is often shared in media like Forbes, Warc, The Guardian,...

Steven is also an entrepreneur. He is the co-founder of inspiration agency Nexxworks and social media agency Snackbytes. As an investor he is also involved in the fast-growing digital agency Intracto and AI scale-up Hello Customer. Finally, Steven is also on the board of directors of Plan International.

In addition to his entrepreneurial activities Steven is also a part-time marketing professor at the Vlerick Business School and a guest speaker at London Business School.

He is a popular vlogger: his YouTube channel has racked up more than 6 million views.