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Johannes Robier is the founder and CEO of youspi Consulting, which focuses specially on UX competencies and offers knowledge products such as the NI Model™, Usability Mapping™, and UX Toolbox™. Johannes also lectures ...

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Hannes is the author of UX Redefined: Winning and Keeping Customers with Enhanced Usability and User Experience, a Springer book about the essentials of usability and User Experience, as well as two books on personality development.

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