

Implementation plan Finished

Study unit	Change leadership and service culture (01033), 5.0
Implementation	HYA1311: 1/2013-2014 (26.08.2013 - 20.12.2013)
Type	BUSINESS AND LEADERSHIP COMPETENCES IN SERVICE INNOVATIONS (0317)
Groups	Primary: HYA212SJ Others :
Involved in the project	
Lecturers	Janne-Valtteri Nisula, Christopher Evatt, N.N.
Number of participants	Minimum: Maximum:
Enrolment period	20.05.2013 08:00 - 02.06.2013
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Nisula Janne-Valtteri (Teacher in charge)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation Language: English Virtuality: 0 cr Integration of R&D: 0 cr
Implementation class	
Focus areas	
Evaluation at the latest	20.01.2014 Storing of graded material ends.: 20.12.2014
Exam days	Real: No exams
Having completed the study unit the student is able to	- o support organisations in becoming more service and customer focused - o act as a leader in strategic development projects - o adopt a proactive and responsible attitude towards change and manage emerging issues - o promote trust and creativity
Previous studies	
Previous studies, more information	Contact sessions 13 September 12 October 9 November Further details see Optima. If you have any questions concerning the course please contact me: janne-valtteri.nisula@laurea.fi
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