

Implementation plan Finished

Study unit	Cross cultural issues in service development (01044), 5.0
Implementation	HYA1411: 1/2014-2015 (25.08.2014 - 23.12.2014)
Type	VALUE CREATING COMPETENCES (0318)
Groups	Primary: HYA213SJ Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	19.05.2014 08:00 - 02.06.2014
Main timing for implementation	According to a schedule agreed by the parties
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Chydenius Tarja (Teacher in charge)
Campus	Laurea Leppävaara
Main location for implementation	Virtually
Implementation method	Optima realization/student group, Project/venture/R&D, Web/virtual Language: English Virtuality: 5 cr Integration of R&D: 2 cr
Implementation class	LbD based on regional RDI project
Focus areas	Service business
Evaluation at the latest	23.01.2015 Storing of graded material ends.: 23.12.2015
Exam days	
Having completed the study unit the student is able to	• identify and deeply understand cross-cultural issues related to service development • plan and implement intercultural strategies and processes • manage multicultural teams and projects • support and develop frontline personnel's intercultural communication competences • involve diverse customers in the service design processes.
Previous studies	