

Implementation plan Finished

Study unit	Change Leadership and Service Culture (A9307), 5.0
Implementation	HYA21611: 1/2016-2017 (29.08.2016 - 23.12.2016)
Type	BUSINESS AND LEADERSHIP COMPETENCES IN SERVICE INNOVATION (A863)
Groups	Primary: HYA216SJ Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	16.05.2016 08:00 - 21.08.2016
Main timing for implementation	According to a schedule agreed by the parties
Applicability	For exchange students: No For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: No
Teachers	Matvejeff Pekka (Teacher in charge), Kaartti Virpi (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Optima realization/student group Language: English Virtuality: 1 cr Integration of R&D: 3 cr
Implementation class	LbD based on local project or development task
Focus areas	Service business
Evaluation at the latest	23.01.2017 Storing of graded material ends.: 23.12.2017
Exam days	
Having completed the study unit the student is able to	• support organisations in becoming more service and customer focused • adopt a proactive attitude towards change and manage emerging issues • promote creativity • explain how to create change through entrepreneurial leadership
Previous studies	
Evaluation criteria and methods	Evaluation criteria of a study unit in master studies
Other arrangements	Contact days 3.9., 11.11. & 10.12.2016 at 9.00-16.30