

Implementation plan Finished

Study unit	Change Leadership and Service Culture (A9307), 5.0
Implementation	HYA21711: 1/2017-2018 (28.08.2017 - 22.12.2017)
Type	BUSINESS AND LEADERSHIP COMPETENCES IN SERVICE INNOVATION (A863)
Groups	Primary: HYA217SJ Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	12.06.2017 08:00 - 20.08.2017
Main timing for implementation	According to a schedule agreed by the parties
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: Yes
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: 0 cr
Implementation class	LbD supporting knowledge and skills development
Focus areas	Security, safety and social responsibility, Service business
Evaluation at the latest	22.01.2018 Storing of graded material ends.: 22.12.2018
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	
Learning objectives	Student is able to: • understand the essentials of change • distinguish between change leadership and change management • promote culture creation in an organization • know the essentials of personal leadership
Contents	• different approaches to leadership • understanding cultures • why what and how of change • understanding emotions and behavior • future prospects
Study material	Will be announced at the beginning of the course
Tutoring and communication	Face-to-face and via Optima
Evaluation criteria and methods	Generic criteria (see the link) Course specific evaluation criteria will be announced at the beginning of the course
Other arrangements	This course starts on Saturday the 9th of September, 2017 at 9.00 am. It is essential to join the starting session in order to reach the anticipated learning objectives.