

Implementation plan Finished

Study unit	Cross-Cultural Issues in Service Development (A9308), 5.0
Implementation	HYA21411: 1/2014-2015 (25.08.2014 - 23.12.2014)
Type	ADVANCED COMPETENTES IN SERVICE INNOVATION AND DESIGN (A864)
Groups	Primary: HYA214SJ Others :
Involved in the project	
Lecturers	Tarja Chydenius
Number of participants	Minimum: Maximum:
Enrolment period	-
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), Kaartti Virpi (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	Virtually
Implementation method	Optima realization/student group, 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 • manage multicultural teams and projects • support and develop frontline personnel's intercultural communication competences • involve diverse customers in the service design processes
Previous studies	
Tutoring and communication	The online course will run during weeks 37 - 52, 2014. If interested in enrolling, please be in touch by email: tarja.chydenius@laurea.fi Please note: this study unit has the same content as unit 01044 in the previous curriculum.