

Implementation plan Missing

Study unit	Cross-Cultural Issues in Service Development (A9308), 5.0
Implementation	HYA21821: 2/2018-2019 (07.01.2019 - 21.06.2019)
Type	ADVANCED COMPETENTES IN SERVICE INNOVATION AND DESIGN (A864)
Groups	Primary: HYA218SJ Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	12.04.2018 08:00 - 11.04.2018
Main timing for implementation	
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Language: English Virtuality: cr Integration of R&D: cr
Implementation class	
Focus areas	
Evaluation at the latest	21.07.2019 Storing of graded material ends.: 21.06.2020
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	