

## Implementation plan Finished

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| Study unit                                             | Facilitation skills for service development (A9392), 5.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Implementation                                         | HYA21521: 2/2015-2016 (16.01.2016 - 27.05.2016)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Type                                                   | OPERATIONAL SKILLS FOR SERVICE INNOVATION AND DESIGN (A865)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Groups                                                 | Primary: HYA215SJ Others :                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Involved in the project                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Lecturers                                              | Päivi Pöyry-Lassila and Anna Salmi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Number of participants                                 | <b>Minimum:</b> 12 <b>Maximum:</b> 35                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Enrolment period                                       | 30.11.2015 08:00 - 07.12.2015                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Main timing for implementation                         | According to a schedule agreed by the parties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Applicability                                          | <b>For exchange students:</b> No <b>For elective studies:</b> Yes <b>Open UAS student:</b> Yes <b>Suitable for virtual UAS:</b> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Teachers                                               | Pöyry-Lassila Päivi (Other teacher)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Campus                                                 | Laurea Leppävaara                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Main location for implementation                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Implementation method                                  | Optima realization/student group <b>Language:</b> English <b>Virtuality:</b> 1 cr <b>Integration of R&amp;D:</b> 3 cr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Implementation class                                   | LbD based on local project or development task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Focus areas                                            | Service business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Evaluation at the latest                               | 23.06.2016 <b>Storing of graded material ends.:</b> 23.06.2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Exam days                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Having completed the study unit the student is able to | <ul style="list-style-type: none"> <li>• explain the principles of facilitation and what is facilitation in different contexts</li> <li>• identify the role of a facilitator</li> <li>• classify facilitation competences and tools, and to master their business applications</li> <li>• develop workshops to be more interactive and productive</li> <li>• develop a basic facilitated workshop process with relevant tools and guidelines</li> </ul>                                                                                                                                                                                                                     |
| Previous studies                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Previous studies, more information                     | Basic knowledge of service design.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Learning objectives                                    | <ul style="list-style-type: none"> <li>• To understand the principles and central concepts related to facilitation and to be able to apply the principles in different contexts.</li> <li>• To understand the role of a facilitator and to be able to act as a facilitator.</li> <li>• To be able to use facilitation skills and tools in practice.</li> <li>• To be able to develop workshops to be more interactive and productive with the help of facilitation.</li> <li>• To be able to develop a basic facilitated workshop process with relevant tools and guidelines.</li> </ul>                                                                                    |
| Contents                                               | The course consists of three lectures and a learning assignment. The preliminary contents of the lectures are: <b>16.1.2016:</b> Practicalities of the course, introductory lecture about facilitation (facilitation in different fields, central concepts, discussing students' experiences and expectations), group work based on pre-reading articles about facilitation, instructions for the learning assignment. <b>13.2.2016:</b> Facilitation exercises and tools (e.g. ATLAS planning game, CoCo Cosmos, etc.) <b>12.3.2016:</b> Presentations of the learning assignments, feedbackThe schedule of the learning assignment is agreed on during the first lecture. |
| Study material                                         | Study material in Optima: selection of articles about facilitation.Facilitation tools will be presented and utilised during the second lecture.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Tutoring and communication                             | Tutoring during lectures.Tutoring and communication between lectures via Optima and email.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Evaluation criteria and methods                        | Evaluation scale 0...5.Evalutaion is based on                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|  | <ul style="list-style-type: none"><li>• Lecture attendance and activity 30%</li><li>• The quality of the written learning assignment 70%</li></ul> <p>Laurea's evaluation criteria:<br/><a href="https://live.laurea.fi/SiteCollectionDocuments/OPISKELIJALLE/Arviointi/Arviointikriteerit/Eva">https://live.laurea.fi/SiteCollectionDocuments/OPISKELIJALLE/Arviointi/Arviointikriteerit/Eva</a></p> |
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