

Implementation plan Finished

Study unit	Facilitation skills for service development (A9392), 5.0
Implementation	HYA21711: 1/2017-2018 (28.08.2017 - 22.12.2017)
Type	OPERATIONAL SKILLS FOR SERVICE INNOVATION AND DESIGN (A865)
Groups	Primary: HYA217SJ Others :
Involved in the project	
Lecturers	Päivi Pöyry-Lassila and Jani Turku
Number of participants	Minimum: 12 Maximum: 35
Enrolment period	15.05.2017 08:00 - 30.08.2017
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	Pöyry-Lassila Päivi (Teacher in charge)
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	22.01.2018 Storing of graded material ends.: 22.12.2018
Exam days	
Having completed the study unit the student is able to	• explain the principles of facilitation and what is facilitation in different contexts • identify the role of a facilitator • classify facilitation competences and tools, and to master their business applications • develop workshops to be more interactive and productive • develop a basic facilitated workshop process with relevant tools and guidelines
Previous studies	
Previous studies, more information	Basic knowledge of service design.
Learning objectives	
Contents	The course consists of three lectures and a learning assignment. The preliminary contents of the lectures are: 8.9.2017 at 16:30 - 19:30 - 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 7.10.2017 at 9:00 - 16:30 - Practical facilitation exercises and tools & methods, further instructions for the learning assignment 1.12.2017 at 9:00 - 16:30 - Presentations of the learning assignments, reflection, feedback
Study material	Study material to be announced in Optima: selection of articles and books about facilitation.

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Tutoring and communication	Tutoring mainly during lectures. Tutoring and communication between lectures via Optima and email.
Evaluation criteria and methods	Evaluation scale 0...5. Evaluation is based on • Lecture attendance and activity during exercises • The quality of the written learning assignment and presentation Laurea's evaluation criteria: https://laureauas.sharepoint.com/sites/linkfi/Dokumentit/Evaluation_criteria_of_a_study_unit_ma
R&D methods	