



Design Thinking for Improved Service Delivery

Excite your customers with service experiences designed around them.



Course overview

What is design thinking in business? Thinking like a designer helps many leaders to create solutions to the even the most complex of customer-facing challenges. In today's real world, the customer is key. Whether they're a stakeholder, partnering business or a client, having the ability to think from a human point of view and bring together what they want is essential for organisations who are adapting to new client and stakeholder needs. Design thinking encompasses a solution-based approach to solving project and workplace challenges, allowing leaders to innovate between what is practical and what is possible.

Who should participate?

This one-day workshop has been designed for business leaders and managers seeking to foster a problem-solving and constructive workplace culture and who have an interest in improving their organisation's services for positive customer outcomes.

Certification

At the end of the course, you'll receive a Certificate of Attendance documenting your participation in the course.



Your expert facilitator Dr Judy Matthews

Dr Judy Matthews is a regular facilitator in QUT's MBA, Executive MBA, and various corporate leadership programs. Judy works with individuals, groups and organisations to improve their understanding and practice of effective leadership and management of people. She specializes in helping organisations develop their knowledge and skills in applying creativity, innovation and knowledge management to address organisational issues.

Course at a glance

Core Concepts

This one-day workshop will take you through an immersive learning process covering a range of topics, including:

- the mindset and methods of design thinking
- learning to generate and build solutions based on design thinking and action
- building the skills and confidence to be innovative with service delivery
- tools for collaborative problem solving
- constructing and testing new services for improved outcomes, and
- planning future applications



Wednesday 19 February 2020



Brisbane



1 day



Certificate of Attendance



From \$790



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Get future fit. Fast.

Executive Course:

Design Thinking for Improved Service Delivery

Evolve with QUTeX

Professionals who learn new capabilities and develop their design thinking skills with QUTeX have real world experience and innovative strategies they can bring to their workplace challenges.

With Design Thinking for Improved Service Delivery you'll develop real world tools and techniques to undertake genuine service transformation in your organisation.

This workshop takes you through design thinking steps, encompassing a solution-based approach to solving project and workplace challenges, allowing you to innovate between what is practical and what is possible.

Registration Details

Registration Type

Earlybird registration (close 5 February 2020)
Standard registration (close 17 February 2020)
QUT Alumni/Staff registration
Group registration (4 or more)

\$790 (inc. GST)
\$880 (inc. GST)
\$660 (inc. GST)
\$790 (inc. GST) per person

When and where

Wednesday 19 February 2020

9:00am–4:30pm (registration from 8:45am)

QUT Executive Education Centre
B Block, QUT Gardens Point
2 George St
Brisbane QLD 4001



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For more information about this course or other learning solutions offered by QUTeX, please contact:

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