

Design Thinking for Improved Service Delivery

Design customer-centric service experiences that excite your customer.

The customer is central for businesses in today's world. Organisations that understand what the client, stakeholder or business partner wants and think from a human-centric viewpoint are well-equipped to adapt to new and changing customer needs. Solve complex customer-facing challenges and improve your service delivery by thinking like a designer.

Evolve with QUTeX

Grow your design thinking skills through real-world experiences and innovative strategies with QUTeX. Design Thinking for Improved Service Delivery will equip you with tools and techniques to successfully transform customer service in your organisation. Learn the solution-based design thinking steps to innovatively solve project and workplace challenges while balancing possibilities with practicality.

Core concepts

Through an immersive learning process be guided through;

- The mindset and methods of design thinking;
- Generating and building solutions based on design thinking and action;
- Nurturing your skills and confidence to innovate service delivery;
- Collaborative problem-solving tools;
- Improving outcomes through constructing and testing new services; and
- Planning future applications.

Who should participate?

This one-day workshop develops the leadership skills of business managers to foster a constructive, problem-solving workplace culture and improved customer service delivery.

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.

 Duration: 1 day

 Certificate of Attendance

 Cost: From \$595

Apply Now

Web: QUT.edu.au/QUTeX

Phone: 07 3138 7733

Email: qutex@qut.edu.au

Blog: blogs.qut.edu.au/qutex

Cost

Early Bird registration	\$790 (inc. GST)
Standard registration	\$880 (inc. GST)
QUT Alumni / Staff registration	\$660 (inc. GST)
Group registration (4 or more)	\$790 per person (inc. GST)