

## Innovative Service Management: Strategies for Success

*Geneva (Switzerland)*

*25 - 29 November 2024*

UK Training

**PARTNER**

## Innovative Service Management: Strategies for Success

Code: LM28 From: 25 - 29 November 2024 City: Geneva (Switzerland) Fees: 4700 Pound

### Introduction

The Service Innovation and Management training course is designed to provide participants with the knowledge and skills necessary to drive innovation in service organizations. This comprehensive 5-day program focuses on the principles, strategies, and tools required to manage and innovate service processes effectively.

### Objectives

- Understand the fundamentals of service innovation and management.
- Learn how to identify opportunities for innovation in service settings.
- Gain insights into designing and implementing innovative service solutions.
- Develop skills to manage service operations and improve service quality.
- Explore case studies and best practices in service innovation.

### Course Outline

#### Day 1

##### Foundations of Service Innovation and Management

- Overview of Service Innovation
- Key Concepts and Definitions
- The Service Innovation Process
- Role of Technology in Service Innovation
- Case Studies of Successful Service Innovations

#### Day 2

##### Identifying Opportunities for Service Innovation

- Market and Customer Analysis
- Identifying Service Gaps and Needs

UK Training

**PARTNER**



- Ideation Techniques for Service Innovation
- Evaluating Innovation Opportunities
- Developing a Service Innovation Strategy

### Day 3

#### Designing Innovative Service Solutions

- Service Design Thinking
- Prototyping and Testing Service Innovations
- Tools and Techniques for Service Design
- Collaborating with Stakeholders for Service Design
- Case Studies on Service Design Projects

### Day 4

#### Managing Service Operations

- Service Operations Management Principles
- Process Improvement in Services
- Quality Management in Service Delivery
- Implementing Innovative Service Solutions
- Measuring and Monitoring Service Performance

### Day 5

#### Best Practices and Future Trends

- Best Practices in Service Innovation
- Emerging Trends in Service Industries
- Leveraging Data and Analytics for Service Innovation
- Managing Change in Service Organizations

UK Training

**PARTNER**



- Building a Culture of Continuous Service Innovation



## Blackbird Training Cities

### Europe



Copenhagen (Denmark)



Sarajevo (Bosnia and Herzegovina)



Málaga (Spain)



Cascais (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Los Angeles (USA)



Florida (USA)



Online



Phoenix (USA)



Texas (USA)



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)

### USA & Canada

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Singapore (Singapore)  
(Kuwait)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)





## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

