Certificate in Service Design Consultancy Training

Duration: **3 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

Overview

The A4Q Service Design Consultancy certification covers the key skills required to deliver effective business design consultancy, including the consultancy lifecycle and service portfolio, the consultancy mind set, stakeholder engagement, investigation and negotiation techniques, and situation diagnosis.

Prerequisites

There are typically no formal prerequisites to take the A4Q Service Design Consultancy certification; however, a basic understanding of service design principles and business practices is recommended for optimal learning

Target audience

This course is designed for:

- Service designers
- Business analysts
- Project managers
- Business change practitioners

and anyone who provides consultancy guidance to business customers

What You Will Learn

By the end of this course, learners will be able to:

- Understand the purpose and role of the Service Design Consultant and the principles and ethics of Service Design
- Initiate a consulting assignment including how to qualify opportunities and establish credibility with stakeholders
- Understand service value propositions and conduct a situation analysis and diagnosis
- Appraise options and conduct principled negotiation leading to solution implementation