

Applying Design Thinking for Business Advantage

Unearth Customer's Real Problems & Design Breakthrough Solutions

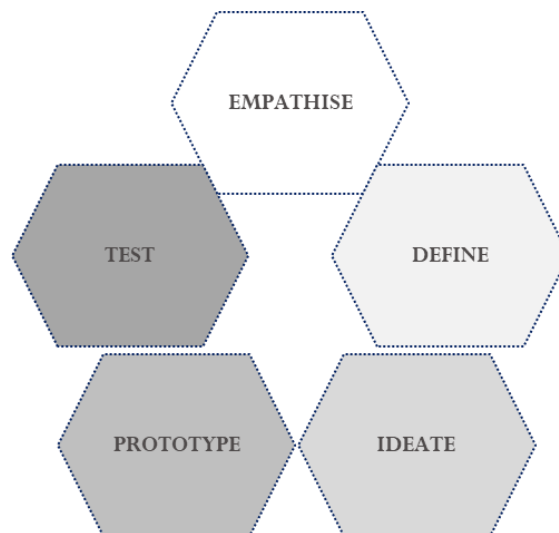
April 22nd, 2019 – FICCI, New Delhi

Overview of the Program

The current environment presents numerous opportunities to service unmet customer needs. Changes in technology and service delivery models are providing opportunities to do things differently and gain business advantage. Doing this requires a way of thinking and our workshop helps you achieve that! We not only help you understand the concept but apply it in your work as well through post workshop coaching.

This is a hands-on workshop that will help the participants:

- Apply the design thinking model on own business problems
- Work on business problems in groups to learn and ideate with others
- Provide tools and templates to apply within own organizations
- Help recognize the challenges that come with implementation
- Recognize the need to address mindsets for successful implementation



What's in it for ME?

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| <ul style="list-style-type: none"> • Validated model • Business impact • Practical application • Tools and templates | <ul style="list-style-type: none"> • Peer learning • Experienced faculty • Post workshop support |
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Who Should Attend

This workshop's ideal for Middle Management Manager's in:

- Customer facing roles, leading customer service and delivery.
- Handling innovation, design, and go to market strategies.
- Responsible for continuous improvement and enhancement



Program Details

Fee	Rs. 10,000/- plus GST @18% (i.e. Rs. 11,800/-)
Date, Time & Venue	April 22 nd , 2019 9:30 am – 5:30 pm FICCI, New Delhi
For Registration	Vinti Mehrotra Deputy Director M: 91 – 9810884471 E: vinti.mehrotra@ficci.com

Trainer Profile

Samir has more than 22 years of experience and was the Director of Performance Excellence in RBS, where he lead a team to implement a Global Culture Change program for India. Prior to this he was also the Head of Leadership Development, Talent Management & OD for RBS India. His earlier assignments have included visioning, designing career frameworks, performance management, development centres, coaching & culture change. Samir was a Major in the Army, where he lead his troops in Counter Insurgency Operations and on the Line of Control in Kashmir. He participated in two key operations i.e. “Op Vijay” and “Op Parakaram”. He’s a keen student of neuroscience, evolution, psychology and human dynamics and is certified in the use of MBTI, Hogan, DISC, EI and is a Certified Coach with more than 8000 hours of experience in Facilitation & 500 hours in Coaching

About FICCI Quality Forum (FQF)

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with objective to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organizations.

For the past 20 years, FQF in collaboration with renowned national and international partners has been providing training on various ISO management systems like ISO 9001 Quality Management System (QMS), ISO 14001 Environment Management System (EMS), ISO 22000 Food Safety Management System (FSMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards and also providing trainings on different **Behavioural** and **skill based** topics to Industry at large through pool of highly competent & experienced trainers