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HM209-3D:
Design Thinking Master Class for HR Professionals

Training Description:

By adopting design thinking principles, HR professionals can better understand human needs and design memorable experiences throughout the employee lifecycle. Design thinking can be applied to complex problems that are difficult to decipher. Using design thinking, HR teams could transform the work cultures to become more innovative, which is likely to have a positive impact on brand and business.

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Training Objectives:

By the end of the training, participants will be able to:

- ✓ Apply design thinking concepts in various HR scenarios
- ✓ Work in a team to visualise and design a possible new service/experience and assess the market, business and merits/demerits of the concept
- ✓ Listen to the end users and different stakeholders; empathise to understand hidden/latent needs
- ✓ Evaluate financial viability of a new product or service
- ✓ Measure risks involved in design assessments
- ✓ Introduce Design Thinking as a method of solving problems and a way to engage stakeholders, test ideas, and promote openness and collaboration in organisations
- ✓ Use Design Thinking to shift perspectives about customer needs, and come up with ways to serve these customers, via employee capabilities, organizational structure, and other HR tool

Training Designed for:

This course is intended for HR professionals who want to expand their skill set on problem solving and engaging with stakeholders. HR Business Partners, Learning & Development/Organisational Development practitioners.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

This training course is available upon request in English or Arabic, virtual online live or face to face public/inhouse. Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

THREE DAYS:

- ❖ Organizational Design
- ❖ Leadership

- Culture
- Engagement
- Learning
- DESIGN THINKING
- Changing Skill of the HR Organization
- People Analytics
- Digital HR
- Workforce Management
- Course Conclusion
- POST-ASSESSMENT and EVALUATION

Training Methodology:

Learn effectively with instructor-facilitated methods and tools which include case studies, individual and group assignments, spot quizzes, field visits, warm ups, icebreakers, videos and role plays

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:
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