

Design Thinking for HR Professionals

Implement a Practical Framework with 5-Stage Process to Solve complex problems and Transform HR Practices

19th - 20th February 2024

23rd - 24th April 2024

Kuala Lumpur (In Person) / Online Training

Major Benefits of Attending

- **ACQUIRE** a deep understanding of the Design Thinking principles, process and tools
- **APPLY** the Design Thinking methodology and tools to generate breakthrough ideas and co-create an improved customer experience journey
- **IMPROVE** personal effectiveness by becoming a more empathetic service provider
- **LEARN** Design Thinking and **EXPERIENCE** the effects
- **WORK** with people who have implemented Design Thinking and Innovation projects

Free Take Away

Participants will receive: a full participant's manual with copies of all PowerPoint slides and supporting notes, copies of all worksheets and group activities; Case studies, best practices, white papers, articles, movies and other useful resources; Individual debrief and mentoring sessions.

Course Methodology

Client has the option to choose to participate either below method.

Online Training : This course will be conducted via Zoom.

Marriot Group Hotel: This course will be conducted at the hotel with the trainer on site. Participants will need to bring their own laptop. Lunch/Dinner and 2 networking breaks will also be provided.

Why you Should Attend?

In today's increasing complexity of digital technology and modern business, customers are increasingly choosing products and services based on the quality of the experiences they have with them. To help meet these challenges, an approach known as "Design Thinking" is playing a greater role in finding meaningful pathways - it is increasingly common in Lean Six Sigma processes and in organizational innovation initiatives.

Organizations embarking on digital transformation should start with a Design Thinking workshop. Industry practitioners of Design Thinking include Apple, Google, AirBnB, IDEO, Samsung, Nike, Procter & Gamble, SAP, Singapore Airlines and DBS Bank.

Attend this training to create innovative solutions for superb employee experiences.

Who Should Attend?

This workshop is suitable for all departments from cross-industries. This training is particularly recommended for...

- ✓ HR Managers
- ✓ HR Directors
- ✓ Top Management
- ✓ Senior Managers
- ✓ Senior Executives



Empathize



Define



Ideate



Prototype



Test

Organized by:



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