

## “Service design toolkit- train the trainer”

January 25<sup>th</sup> 2016, Business and Cultural Development Centre  
Leda Maria Block, Hermes Building  
6<sup>th</sup> km Harilaou –Thermi  
Thessaloniki

- 8.30-9.00    Registration
- 9.00-9.15    Introduction, approach & objectives
- 9.15-9.45    General introduction to Service Design & the toolkit
- 9.45-10.45   Framing  
                  Focus & Insight tools
- 10.45-11.00   Break
- 11.00-12.00   Imagining
- 12.00-12.30   Making (first part)  
                  Prototyping tool
- 12.30-13.15   Lunch
- 13.15-13.45   Making (continued)  
                  Blueprint tool
- 13.45-14.45   Validating  
                  User testing & Business model tools
- 14.45-15.00   Break
- 15.00-16.00   Service design workshop facilitation tips & tricks
- 16.00-17.00   Questions and answers