



Topics and Dates 2020 / 2021

Advanced Training Courses with Business Projects and Certificate
The ISS core programme on Service Business valuable growth – (english / german)

SPEED UP your business and personal competencies

Service Business Competence
Customer-oriented service presentation and professional communication with customers.
5 days face to face training, following by 5 transfer tasks guided by an ISS Expert
<https://www.iss-hamburg.de/en/certified-service-business-competence>

course 3.200 €
implementation tasks 500 €

09.-13.11.2020

Service Management Compact
With professional service to customer satisfaction and operational efficiency
5 days face to face training, written exam as closure - following by a concept development of a company project guided by an ISS Expert with intermediate and final online presentations.
<https://www.iss-hamburg.de/en/smc-service-management-compact>

course 3.680 €
Service Concept 1.200 €

16.-20.11.2020
22.-26.02.2021
24.-28.05.2021
08.-12.11.2021

SKILL UP Your profession for new business areas

Business Development
Build up your service business – harmonize sales, product management and marketing to the next level of your service organisation
A Blended Learning Program: 3 days face to face with pre- and following webinars.
Business project topic is a Service Business Development prepared for its implementation guided by an ISS expert.
<https://www.iss-hamburg.de/en/certified-business-development>

course 3.680 €
Business Project 1.200 €

25.-27.01.2021

Operational Excellence
Efficiency, processes and KPI -key performance indicators- should be designed to the needs of the customers and to the conditions set in one's own company.
A Blended Learning Program: 3 days face to face with pre- and following webinars.
Business project is an Service Operational Excellence topic prepared for its implementation guided by an ISS expert.
<https://www.iss-hamburg.de/en/oex-operational-excellence>

course 3.680 €
Business Project 1.200 €

26.-28.04.2021

Service in Transition
Actively shaping change – Strengthen customer loyalty and revenue power. Transform to an agile and customer centric Service organisation with digital driven business models.
A Blended Learning Program: 3 days face to face with pre- and following webinars. Business project is a Service Transformation prepared for its implementation guided by an ISS expert.
<https://www.iss-hamburg.de/en/certified-service-transition>

course 3.680 €
Business Project 1.200 €

23.-26.11.2020
20.-22.09.2021

Service Events

ISS TrendWorkshop Service

Join the ISS TWS on September 23rd, online – A Powerday with the ISS. Learn how to shape future services successfully – classic an digital – have a look at one of the last events. Welcome in June at the ISS Virtual Spaces.

380 €

23.09.2020
ISS Virtual Spaces

Contact

ISS International Business School of Service Management
Dorotheenstraße 29 a
D-22301 Hamburg

Tel. +49 40 53 69 91-55
Fax +49 40 53 69 91-66
contact@iss-hamburg.de

Klick the video
"Service Management Compact" and see
content and value of this ISS program
vimeo.com/playvideos/review/221544946/cdd840b0db



PERFORM STRATEGICALLY Transform your business professionally

Service Business Manager

Management knowledge for service practice – developing service organizations, controlling them efficiently and future-oriented. Transform your business strategically to the next level customer centric, agile and with a valuable growth.

Participation in: Service Management Compact + Business Development + Operational Excellence + Service in Transition.

Additional to the upper courses and main task of the Service Business Manager Program is the RLP: The RLP progress is guided by an expert of ISS. Content is a corporate project facing a strategic topic with impact on the service business, corporate development and valuable growth. Thus a return on investment of the training program is guaranteed.

<https://www.iss-hamburg.de/en/sbm-service-business-manager>

each course 3.680 €

Real Life Project 2.800 €
(by booking of 4 courses
the RLP guidance and
certification is included)

16.11.2020-
31.12.2021
Individual
time frame

Corporate programs

Have a look at one of our long lasting customer relationships.

<https://vimeo.com/playvideos/review/176429706/6942ab8a33>

ISS Consulting and Personal Development

The ISS team has a strong and long lasting experience in corporate consulting and support of personal development in the following topics:

On Demand: Expert Coaching, Training and Project Guidance

In business, you often hear people saying: „Now I need professional support!“... They either have to develop a strategy or business concept, launch a new product or prepare a sales meeting.

ISS experts work with you on these topics personally or in small groups (1-3 people). You will practice how to accelerate and successfully implement the concrete task you have to accomplish. In addition, you will develop a detailed roadmap which shows how to proceed after the expert coaching. We will either come to your location to deliver the agreed topics and/ or support via web to save money, time and climate impact.



Business and valuable growth acceleration and increase

New Business Development

<https://www.iss-hamburg.de/en/new-business-development>

Service Controlling

<https://www.iss-hamburg.de/en/service-controlling>

Servicenetze erfolgreich managen/Partnermanagement

<https://www.iss-hamburg.de/en/successfully-managing-service-networks-partner-management>



Product- & Market- Management for Services – steering success

Services – for market success Productmanagement

<https://www.iss-hamburg.de/en/what-service-about>

Services – Develop and market Service-Level Agreements successfully

<https://www.iss-hamburg.de/en/creating-value>

Pricing – Value Based Pricing

<https://www.iss-hamburg.de/en/pricing-value-based-pricing>

Smart Services – create and implement digital business models

<https://www.iss-hamburg.de/en/smart-services>



Sales and Selling of Services – Acquire success with customers together

Strategic Sales Management of Services

<https://www.iss-hamburg.de/en/strategic-sales-management>

Sell Services – how to sell services with success

<https://www.iss-hamburg.de/en/service-sales>