

WHAT'S UP ON THE **XII** FLOOR?

BUSINESS SERVICES EXECUTIVE MANAGEMENT

Postgraduate studies for Executive Management and Managers from Business Services Sector (SSC/BPO/ IT/R&D)

Business dynamics, advanced technology, competency gap and growing customer expectations are the main challenges for the business services management team.

Obtain practical skills and strengthen your qualifications through access to **advanced knowledge** and **tools** needed to **build** and **manage** Business Services Centre on both the strategic and operational level.

THE MAGIC OF STUDYING
**Collegium
Civitas**

WHAT PRACTICAL SKILLS YOU GAIN:

- » Fluency in market analyses of the business service sector and evaluating **risks** and **opportunities** inherent in the buildout of BSS organizations
- » Practice in building **business models** and conducting **strategic analysis**
- » Basics of developing **location study methodology**, building **business cases** and preparing **scoring model analysis**
- » Implementation of **continuous improvement techniques & tools**
- » **Lean & Six Sigma** practical application
- » Identification of process **automation & robotization** opportunities
- » Service Level Agreement (**SLA**) and Operational Level Agreement (**OLA**) analysis and definition
- » Planning & implementing **talent management** and **team** development policies
- » Key finance process optimization analysis (**KPIs, benchmarking, tax aspects**)
- » **Effective business communication** and the art of **negotiation**
- » Establishing a culture of collaboration & teamwork, managing **multiple generations** at the **multicultural workplace**

PROGRAM STATISTICS:

2 semesters,
non-stationary mode

176 of academic hours
(*timetable*)

7 modules transferring
practical skills (*program*)



over ten lecturers (*lecturers*)



over 100 hours of workshops
(*benefits*)

WHO IS THE PROGRAM FOR:

- » Individuals who work or plan to develop their career at the SSC / BPO / IT / R & D or any other business services center into the following positions:
 - » **Executive Management**, including high and medium level managers
 - » **Managers** responsible for business transformation, operational efficiency and the quality of services provided
 - » **Finance directors and managers** responsible for financial management and controlling
- » Executive management of any company planning to build a business services center, such as SSC / BPO / IT / CS / R & D or other
- » Individuals or teams planning to start a business in the modern services sector (SSC / BPO / IT / CS / R & D or any other BSS start-up)



WHAT MAKES THE PROGRAM UNIQUE:



Business Experience

- classes managed by experienced business services sector executives together with BSS management consultants



Workshop,

case studies and project teamwork style mixed together with real life sector cases and trends



Practical Tools,

benchmarking, various methodologies, HR management, optimization of models and processes, management analysis



Networking and best practice “in one place”

- the opportunity to meet and to build business relationships with senior management from the BSS sector organizations, BSS experts. The best opportunity to exchange experience, discuss ideas, and share best practice



Honorary patronage

- Pro Progressio, one of the biggest BSS organizations, which supports sector growth in Poland. Pro Progressio works with service providers, training and education companies, recruitment agencies, real estate developers, consulting companies, universities, city halls as well as individual experts



Classes held in English language.

Partners:



Collegium Civitas

Pałac Kultury i Nauki, XII piętro
plac Defilad 1, 00-901 Warszawa
www.civitas.edu.pl