### One-off events:
1. Film screening
2. Lecture on cultural differences

### Themes of the day:
1. Sensualization of experience
2. Creative team management
3. Research
4. Visualization of Knowledge
5. Amateur
6. Service prototyping
7. Design Thinking as a Karaoke.
8. Customer service problem from Vistula University’s experience (to be resolved in workshop).

### General information

#### Accommodation:
Warsaw SGGW capus, 700 m walking distance from Vistula, double rooms.

#### Event partners (to be confirmed):
- Microsoft
- My Service Fellow
- Service Design Network â€” Polish Chapter
- Warsaw Convention Bureau

#### Programme Committee:
1. Jan Fazlagić (Chair)
2. Marcin Chlodnicki (Co-chair)
3. Mehmet O. Eskici
4. Arif Erkol

#### Topics for each following day (Lecture I):
- **Day 1:** Creativity in people, Jan Fazlagić, Vistula University
- **Day 2:** Fortifications and Urban Services Design, Jan Fazlagić, Vistula University
- **Day 3:** Innovations in the Hotel Industry-Mehmet Eskici, Rixos Hotels Worldwide
- **Day 4:** ...
- **Day 5:** Mehmet Eskici, Rixos Hotels Worldwide
- **Day 6:** ....

#### Topics for each following day (Lecture II):
- **Day 1:** Radical Management, Marek Marszalek, Business Team Manager, Roche Shared Services Centre in Poland.
- **Day 2:** India – the Rising Star in The Global Arena, Pradeep Kumar, Vistula University
- **Day 4:**
- **Day 5:** Knowledge management – designing human thinking, Jan Fazlagić, Vistula University

### Description of acronyms:
- R1-5: rooms 1 to 5
- H: main hall
- CITY: Warsaw downtown
- L1: lecture room 1
| communication | consulting | design | emotions | ethics | incentives | innovation, new media, and marketing | intangibles | inter-organizational relations | non-for-profit | performance | regions & cities | research & development | sports & leisure | trust |