



### Event Details

Date	Monday 17th August 4pm - 6pm
Location	Joe's Garage - 7 Leslie Street, Upper Riccarton
Programme	4:00 – Registration & Welcome Drinks 4:10 – itSMF News Update and Upcoming Events 4:15 – Service Management Training Approaches - A Round Table Discussion
Networking	The workshop and discussion will be followed by more refreshments and further opportunity for you to network with fellow service management colleagues.

### **Description:**

#### Service Management Training Approaches - A Round Table Discussion

To a greater or lesser extent, many organisations and companies out there want their staff to be familiar with Service Management, even if under another name. Managing this training is challenging at the best of times: resistance from people, a lack of resources, and an often mis-directed focus on what should be taught, leads to unsuccessful dissemination and uptake of knowledge. At this roundtable, we aim to facilitate discussion around how to approach training your staff in Service Management, what has worked for event attendees, and what lessons have been learnt from unsuccessful training approaches.

Come prepared to discuss Service Management training at your organisation - tell us what's worked and what hasn't! This round table discussion will be facilitated by the itSMFnz Southern Branch Chair, Amy Wilson.