

# Digital Savvy Service Professional

*Enabling professionals to visualise and action data*

For teams looking to boost their teams understanding of how to use data and in particular visualisation, to increase productivity and tell more compelling customer stories



## Why

In the age of digitalisation, the ability to use data to drive action is a fundamental capability for all service people. However, most struggle to use or even to visualize data to drive effective decision making. Even fewer have the skills to develop more advanced data solutions that are key to staying competitive. For companies to thrive and get the most from big data and AI technologies, every member of the team needs to understand how to visualise data and use it to tell compelling stories that drive action.



## Who should be involved

All members of Service team from leadership through to administration.

Up to 16 people per programme

## How the programme works

Learning is within a workshop environment, that is offered in a virtual or face-2-face environment.

In each session, teams work together in breakout rooms, discussing topics, working on case studies and developing their understanding and skills. An Si2 catalyst, skilled in facilitation, draws together the lessons learned.

The programme can be run over 1-3 days and is configured to the specific needs of the business

We recommend a 'Refresh' session after 4 months to consolidate the learnings



## Language

English



## Programme Deliverables

On completing the programme attendees will:

1. Have a robust Visual Analytics framework to move from business problem to actionable insight
2. Increased insight into how to create more effective visualisation.
3. Better tell typical business data stories such as dashboarding, reporting and analysis.
4. Appreciation of the new tools that support Visual Data Analytics



## Contact us

Interested, contact us at [info@Si2partners.com](mailto:info@Si2partners.com) for a review of your needs and a quotation

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