

Leadership Salon VII**Managing for Excellence in Services: Idea Work and Sources of Magic**

What does excellence in services mean and how do we achieve it? As economies evolve from products with services to services with products, the ability to deliver something extra in the service experience increasingly becomes a chief concern for leaders. Professor Arne Carlsen will share with you research on how leading Scandinavian service providers work with ideas. He will also discuss recent observations from MBA students doing field work in Shanghai companies on sources of extraordinary or even "magical" elements in services.

Language: English

Date: Tuesday September 1st, 2015

Address: ROOF 325 Restaurant, 5F, 325 West Nanjing Road, Shanghai (near North Huangpi Road) 南京西路 325 号 5 楼, 近黄陂北路

Program:

18:30-19:00 Registration and networking

19:00-20:00 Presentation by **Prof. Arne Carlsen**, BI-Fudan MBA Program

20:00-20:30 Discussion and Q&A

Speaker:

Prof. Arne Carlsen

Arne Carlsen is Professor at the Department of Leadership and Organizational Behaviour at BI Norwegian Business School. Arne earned his PHD at the Norwegian University of Science and Technology and was previously a Senior Scientist at SINTEF Technology and Society. He has initiated and managed a series of large applied research projects and interacted closely with over 50 organizations on matters of organizational change, knowledge creation, human growth and idea work. Arne regularly publishes in top international outlets. He has co-chaired sub-themes and workshops at EGOS, APROS and AOM and has reviewer experience from most leading organization science journals.

Registration: Please click [here](#) to register (*Limited to 40 pax, first come first served*)