Garnet
Garnet Global Training Center

GGT-UX-107

Design, UX & Creative Skills

Service Design

تصميم الخدمات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Service Design focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. User experience, visual design and creative tools for digital products and communication. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Service Design to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

Who should attend

Designers, product teams, marketers and anyone who briefs or reviews design work. Practitioners with one to five years of experience benefit most.

Key topics

- Design principles
- User research
- Prototyping
- Visual identity
- Accessibility
- Design tools

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Service Design: principles and standards
- Prototyping
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Visual identity
- Accessibility

Day 3 Diagnosis and problem solving
- Design tools
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Design principles
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- User research
- Checklists and templates to take away

10-day outline

Day 1 Service Design: principles and standards
- Prototyping
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Visual identity
- Accessibility

Day 3 Diagnosis and problem solving
- Design tools
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Design principles
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- User research
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
11–15 Apr 2027	5-day classroom	Manama	English	4,750
4–15 Jul 2027	10-day classroom	Cairo	Arabic	8,950
6–10 Sep 2027	5-day classroom	Abu Dhabi	Arabic	4,750
1–5 Nov 2027	5-day online	Live online	Arabic	2,950
10–21 Jan 2028	10-day online	Live online	English	5,450
17–28 Jul 2028	10-day classroom	Singapore	English	8,950
8–12 Oct 2028	5-day classroom	Riyadh	Arabic	4,750
12–16 Nov 2028	5-day classroom	Jeddah	English	4,750
1–5 Jan 2029	5-day classroom	Istanbul	English	4,750
6–17 May 2029	10-day classroom	Cairo	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
3–7 Sep 2029	5-day classroom	Abu Dhabi	Arabic	4,750
8–12 Oct 2029	5-day online	Live online	English	2,950
21 Jan – 1 Feb 2030	10-day online	Live online	Arabic	5,450
7–11 Apr 2030	5-day classroom	Riyadh	Arabic	4,750
20–31 May 2030	10-day classroom	Dubai	Arabic	8,950
11–15 Aug 2030	5-day classroom	Cairo	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/