



BUSINESS
CONSULTANTS
COUNCIL



"Enabling Income Generation for the Poor" Project

With funding from



Jointly implemented by



CERTIFICATION PROGRAM AND REQUIREMENTS

**13-15 MAY 2024
Pristina, Kosovo**

BASIC REQUIREMENTS:

The training and certification will be conducted in English.

Candidate should possess fluency in the English language

Candidate should have experience/engagements in the area of digitalization

KEY FACTS:

✓ Digital Transformation Expert is a certification recognized globally by ISO 17024

✓ The certificate is issued with an ISO code under the name Certified

Digital Transformation Expert

✓ The content control and quality assurance of the concept transfer will be done by BCC

✓ Lecturers and Hearing Committee members of the program are Certified Digital Transformation Experts

TARGET GROUP:

Management Consultants and Trainers in the area of digitalization.

IMPORTANT NOTE: Members from minority groups living in Kosovo are highly encouraged to apply. The participation fee consisting of 500 EUR will be waived and offered free of charge for this target group only, thanks to the donor support.

PROGRAM TRAINING CONTENT:**MODULE 1: Product and Service Development & Business Model and Process Innovation**

- Introduction of the Program and Opening Keynote: Digital Transformation - The World in 2025 and Certified Digital Transformation Expert
- Product and Service Development
- Business Model Innovation
- Process Innovation
- The shopping cart project - group development; facilitator's rules; case study
- Co-Evolution, case study
- Design for Environment

MODULE 2: Design Thinking

- Basics of Design Thinking
- Design Thinking Process (including group work based on case studies) Product & Service Design Process, 5 whys, Stage-Gate®
- Foresight & Back casting & What if's?
- Pains & Gains on product and service level
- Pirate Thinking theory & examples
- Work on case studies

MODULE 3: Role of Consultant in Digitalization Process & Creativity Techniques

- **Creativity Techniques** – A quick overview and some tools, Agile Development and Rules for Strategic Development
- **The role of CDTE Consultant** – Expert Analysis, Strategy Development, Do's and Don't in Digital Transformation Consultancy
- **The consulting process of the Certified Digital Transformation Expert (CDTE)** – Expert Analysis, Strategy Development and Further Consultancy□

MODULE 4: Persona & Empathy Map and Customer Journey

- Persona Development & Empathy Map
- Definition of Strategic Goals
- Roadmap Development
- Theory Session and Touchpoints
- Customer Journey
- Digital Transformation Expert's Toolbox
- Theory Session and SWOT Analysis
- Case study: Speed Boat
- Product Tree

REQUIREMENTS FOR CERTIFICATION HEARING

- 3 Case studies from the consulting / working experience, not older than 3 years, from the specific field of specialization. One of these case studies will be presented in front of the Hearing Commission. Candidates should possess fluency in English language and be able to present their documentation during the certification hearing process.
- CDTE Application Form
- Up-to-date Curriculum Vitae (CV)
- Code of Ethics

PROCEDURES OF CERTIFICATION:

The Certification follows a two-step process:

Step 1: Examination of the formal eligibility criteria
(Certification documents to be submitted in writing)

Step 2: Expert discussion in front of the Commission

Each participant must prepare 3 examples from his consulting/work experience not older than 3 years in his field of expertise and present one of them at the certification hearing

The certified person receives the Certificate after successful completion of the procedure as well as the right to use this Certificate as a Person for a period of 3 years. Re-certification after 3 years.



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COSTS:

If you pay by **May 3rd** you will benefit from:

- ✓ 520 EUR including CDTE© Training, Mentoring, Certification
- ✓ Profile Promotion in the BCC platforms
- ✓ Access to the CDTE© dedicated activities organized by BCC

From **May 4th** the regular price will be 600 EUR, with all benefits as above.

ENROLLMENT:

For confirmation of registration please send your CV (related to experiences in Digital Transformation) to email: bizkosovo@gmail.com