Turku University of Applied Sciences

Global Gateway - Management and development of services in an international environment

Research group leader

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Partners

ICC international language association
Universitat Politècnica de València (Spain)
Manchester Metropolitan University (UK)
Daugavpils University (Latvia)
Tallinn University (Estonia)
Klaipėda University (Lithuania)
University of Gävle (Sweden)
Satakunta University of Applied Sciences (Finland)
The Summer University of Turku (Finland)

Ongoing projects

CoMoViWo – communication in mobile and virtual work

QAEMarketPlace4HEI - Quality Assurance and Enhancement Marketplace for Higher Education Institutions

Formative Assessment for Foreign Language Learning & Teaching in Higher Education (FAB)

VIEDEX – Virtual Education Experience in an Extended Nordic Context

Ett Steg mot Sverige

Konstbaserad Svenska

Most recent publications and products

Eurolta-Eurovolt Diploma – Bringing new life into multimodal language teaching!
http://turkublogs.fi/eurovolteng/

Confident Communicator language path
http://coco.turkuamk.fi/

Global Gateway - Management and development of services in an international environment

The Global Gateway research group focuses on helping companies and organisations develop their international skills in order to strengthen their ability to operate in a constantly changing operating environment. The service sector expands strongly and digitalization makes it possible for companies to enter new markets and find new business opportunities, which increases the need for international skills.

The main strengths of the research group is the knowhow in:
- comprehensive development of organisations
- international and communication skills in the multichannel operating environment of companies and organisations
- management and development of the customers' service paths

We collaborate with companies, associations, public and private organisations, higher education institutions, research and development centres in Europe and other parts of the world. Our students participate in project activities which makes it possible for them to increase their own knowhow and networks both nationally and internationally.

Our main focus areas are the following:

- services and service logic, business development and innovations
- effective and functional processes, agile development of companies and other organisations
- management of supply chains, corporate networks, procurement and logistics
- management of internal and external service encounters
- language and cultural competence of companies, different operational

cultures in organisations
- multicultural work community and its management
- technology-supported communication in working life
- integration of immigrants

Research group members

Read more

Mervi Varhelahti
Hilkka Bergman
Minna Björkberg-Suominen
Tiina Hirard
Marjo Joshi
Niina Roine
Marjatta Rännäli
Jaana Szinovatz
Ilona Tanskanen
Ann-Katrin Tyni-Nummelin
Taneli Ahtiainen
Pirjo Kavander
Sanna Simola
Poppy Skarli
Katriina Vesanen

The group is open for everyone.