



भारतीय प्रबंध संस्थान कोषिकोड
Indian Institute of Management Kozhikode
Globalizing Indian Thought



Professional Certificate Programme in Design Thinking and Innovation with AI

Starts September 25, 2025 | 25 Weeks | Online + Live Online



Integrated with
Generative AI

#4

#70 Global Rank #4 India, Financial Times Open Enrolment Rankings 2024

#3

NIRF India Ranking 2024, Management

Programme Summary

Professional Certificate Programme in Design Thinking and Innovation with AI

**Institute Name**

IIM Kozhikode

**Programme Duration**

25 Weeks

**Cost**

INR 1,39,000 + GST

**Learning Mode**

Online + Live Sessions by Industry Experts

**Weekly Effort**

4-6 Hours / Week

**Faculty**

IIM Kozhikode

**Programme/ Course Leaders**

Subject Matter Experts/ Industry Practitioners

**Eligibility**

Minimum Graduate or Diploma Holder (10+2+3)

**Certificate**

IIMK will Award a Certificate of Successful Completion to Participants Who Complete the Programme Successfully with 70% of the Score in the Evaluation.

Learning Experience

- **Pre-recorded videos**
Flexibility - Learn at your own pace, around your busy schedule
- **World-class faculty**
Learn from the best faculty and industry practitioners
- **High quality videos**
Great learning experience, even while on-the-move
- **Cohort-based learning**
Networking & community Interaction by using discussion boards
- **On-demand learning**
Re-watch any lesson/ concept for deeper understanding

Frequently Asked Questions

Are there any LIVE sessions with the institute faculty in this programme?

The programme includes high-quality pre-recorded videos by esteemed IIMK faculty, complemented by live sessions with industry experts, offering practical insights and real-world perspectives.

What is the role of the Programme Leader? Are they institute faculty?

Programme leaders are Industry Practitioners/ Subject Matter Experts who help with doubt clearing, cover specific topics deeper and share real-world examples wherever needed. They are not faculty of the institute

Who grades/ gives inputs on the assignments and projects?

Assignments will be graded by industry practitioners who are available to support participants in their learning journey, and/or by the Emeritus grading team.

Is there a qualifying mark/ grade to get the final certification in this course?

Yes, the qualifying mark is 70%.

What if I miss the assignments for a particular week? Can I attempt them later?

It is upon the faculty's discretion if any re-attempt would be allowed of the quiz or assignment and the evaluation methodology.

Who is the faculty for the LIVE Masterclass/ Online sessions/ Doubt Clearing sessions?

Doubt-clearing sessions are carried out by the Programme Leaders, as they monitor individual student progress.

What if I don't find the course appropriate for me after starting the sessions? Can I seek a refund?

We encourage our learners to complete the programme to fully understand the concepts and derive valuable learning outcomes. Should you still feel the need to stop your learning journey, a refund request can be initiated before the programme commencement. However, after the programme commences, fee becomes non refundable.

What type of certificate will I receive?

Upon successful completion of the programme, you will receive a smart digital certificate. The smart digital certificate can be shared with friends, family, schools, or potential employers. You can use it on your cover letter, resume, and/or display it on your LinkedIn profile. The digital certificate will be sent approximately two weeks after the programme, once grading is complete.

How long will I have access to the learning materials?

You will have access to the online learning platform and all the videos and programme materials for 12 months following the programme start date. Access to the learning platform is restricted to registered participants per the terms of agreement.

Note: This programme summary is provided only for your convenience. You are advised to refer to the programme brochure for more information. Timings of live sessions are tentative and may vary based on faculty availability and scheduling needs.

The IIM Kozhikode Advantage

From The Director's Desk

Businesses today have seen a complete transition than they used to run a decade ago. Recent industry reports suggest that close to 68% of business leaders in India have reported that having high agility reduced their costs by 25%. It is thus imperative for business leaders of today and the future to expand their knowledge across domains and proactively make decisions to be effective leaders. IIM Kozhikode programmes designed by world-class faculty with their cutting-edge thought leadership and industry-leading insights empower participants to manage and lead complex business challenges with confidence and data-driven, informed decision-making ability. Our growing global footprints acknowledged and accredited by leading institutions of the world are a testimony to growth we have achieved in our 28-year journey of academic excellence.

At this juncture, it is also pertinent to share that both future and past are integral to the path taken by an institution on this journey of excellence. Having a wide, far-seeing vision is not an indulgence but an activity that is necessary to give meaning to our present, to give this Institution a sense of purpose, direction and imagination. That is why we have chosen to think in terms of what IIM Kozhikode will be able to contribute to India and the world some three decades from now with 'Vision 2047: Globalising Indian Thought'. The Institute has set for itself a pre-eminent role with the above motto. The sheer scale, scope and potential impact that India will have on 21st century business makes us believe that this is a legitimate aspiration.

Modern times are generating modern challenges which not only require talent but guile, tact and a systematic approach using human-centered techniques to solve problems in a creative and innovative way.

Design Thinking processes and approaches like brainstorming and reverse brainstorming, the Kano Model, Minimum Viable product, etc. revolve around a leader's passion to understand the people for whom we design products and services.

And the best part about Design Thinking? It is for everybody. Whether you are a business leader looking to break the age-old stereotypes of looking at problems or a strategic task master looking to add another dimension to craft new success strategies, IIM Kozhikode's Design Thinking and Innovation programme is perfect for you.

Wishing you all the very best!



Prof. Debashis Chatterjee

Director,
Indian Institute of Management Kozhikode



Programme Overview

\$1.3

Generative AI is estimated to grow into a \$1.3 trillion market by 2032.

(Source: [Bloomberg Intelligence](#), June 1, 2023)

The Professional Certificate Programme in Design Thinking and Innovation with AI, offered by the Indian Institute of Management Kozhikode, equips learners with a comprehensive approach to problem-solving. The programme emphasises empathising with people, defining problems clearly, ideating innovative solutions, creating prototypes, and testing their effectiveness.

Participants will gain hands-on experience and practical knowledge to identify opportunities and drive organisational innovation using cutting-edge AI technologies. This programme blends theoretical insights with real-world applications, preparing learners to leverage AI for modern, market-savvy solutions that go beyond conventional approaches. Design thinking isn't just a buzzword—it's the essential toolkit for businesses seeking to innovate and grow in the 21st century.



Programme Highlights



Recorded video lectures delivered by renowned IIMK faculty



Comprehensive coverage of AI and Generative AI in design thinking process and innovation



Live masterclasses on AI and Generative AI by industry experts



Gain hands-on knowledge through real-world case studies



Real-world learning with Capstone project



Expert-led office hours and discussion boards for in-depth engagement



15+ assignments* and quizzes



Live sessions by industry experts



Certificate of completion from one of India's top B-schools

Note:

- This is a self-paced online programme. Thus, faculty will not be a part of weekly live sessions or any other live interaction in this programme. We have a curated panel of eminent industry practitioners who will be conducting the weekly live doubt-clearing sessions.
- The final number of quizzes, assignments and discussions will be confirmed closer to the programme start. *Assignments are graded either by industry practitioners who are available to support participants in their learning journey and/or by the Eruditus grading team.

Who Is This Programme For?

- **Designers, UX/UI Consultants, and Creative Managers** who aim to integrate AI and design thinking into creating innovative, customer-centric solutions.
- **Product, Marketing, and R&D Managers** looking to harness AI and design thinking to create impactful, market-driven innovations.
- **CXOs, Founders, and Strategy Officers** aiming to scale businesses through customer-focused innovation, enhanced by AI.
- **Innovation and Growth Consultants** seeking to leverage AI-driven design thinking to deliver transformative results for their clients.



Programme Directors

Prof. Anandakuttan B Unnithan obtained his PhD in Marketing from Cochin University of Science and Technology, Kochi, Kerala. He has extensive experience of more than 25 years as a business educator, researcher and administrator. Currently, he is a Professor, Marketing Management at the Indian Institute of Management Kozhikode and former Dean (Academic Affairs and Development). His research interests include consumer behaviour, services marketing and advertising. His publications have appeared in leading journals in marketing, advertising and other business disciplines. He has consulted with major corporations and government agencies.



Prof. Anandakuttan Unnithan

Professor, Marketing Management
Dean-Programmes
Indian Institute of Management Kozhikode

Prof. M.Geetha is a Professor in Marketing Management area at Indian Institute of Management Kozhikode. She obtained her PhD in Marketing from Indian Institute of Technology Madras. Her research and teaching interests include Consumer Behavior, Retailing and Branding. She has published in major international journals like European Journal of Marketing, Journal of Retailing and Consumer Services, Tourism Management etc.



Prof. M. Geetha

Professor, Marketing Management
Indian Institute of Management Kozhikode

Programme Directors

Prof. Deepak S Kumar completed his graduation in Architectural Engineering from the National Institute of Technology Calicut (NITC) and his Fellow (PhD) from the Indian Institute of Management Kozhikode. He has a total of 10 years of work experience in the industry and academia. He teaches courses like marketing management, services marketing, experiential marketing, innovation and design thinking and integrated marketing communications for the post-graduate programme. His research covers visual aesthetics, image analytics, servicescapes, and technology adoption, with publications in top journals like the Journal of Business Research.



Prof. Deepak S. Kumar

Associate Professor, Marketing Management
Indian Institute of Management Kozhikode



Learn from the Industry Expert



Nagendra Nyamgondalu

Co-Founder and Principal Advisor
at SkillVelocity.

With over 28 years of leadership experience, he specialises in enterprise digital transformation, agile coaching, and design thinking. He has facilitated 1,000+ workshops globally on Agile, Design Thinking, Cloud, and DevOps. Previously, he was Director of Software Engineering at Honeywell and spent 16 years at IBM US/India leading enterprise software product development.

Please note : The designated industry expert for the programme is subject to change based on availability and may be replaced at any given point in time .



Programme Modules

Pillar - I:

Introduction to Design Thinking and AIML

Module 1: Introduction to Design Thinking and Innovation

- Origin and Purpose of Design and Innovation
- Examples of Good and Bad Design/Innovation
- Design Thinking and its Benefits
- Applications of Design Thinking
- The Fundamentals of Design Thinking
- The Stanford Design Thinking Process
- Design Thinking Process - The Unique Aspects
- Key Features of the Design Thinking Process
- Cognitive Models Applied in Design Thinking

Module 2: Innovation and Business Success

- Innovation and its Importance
- Factors that Trigger Innovation
- Opportunities for Innovation in Business
- Types of Innovation
- Reasons for Failure of Innovations
- Design Thinking for Innovation in Physical Products
- Design Thinking for Innovation in Digital Products
- Design Thinking for Innovation in Services
- Design Thinking for Innovation: Other Applications
- Deterrents to Innovation
- Choosing the Right Innovation Path
- The Three Lenses of Innovation
- Using the Three Lenses of Innovation: An Example
- Products and its Levels
- Finding Product Market Fit (PMF)
- Pain Killers and Vitamins
- Product Life Cycle & Innovation Intervention

Module 3: Design Thinking with AI*

- Integrating AI into Design Thinking Processes: Pros and Cons
- Problem Framing with AI Assistance
- Cognitive AI and Design Thinking
- Scenario Planning with AI
- Measuring the Impact of AI in Design Thinking
- Design Thinking Use cases with AI Applications

Module 4: Creativity and Innovation with AI*

- Understanding Human Creativity
- Human Intuition vs. AI Algorithms
- Role of AI in Enhancing Creativity
- Evaluating Creative Outputs: Human vs. AI
- Future of Creativity: Human and AI Synergy
- Ethical Considerations in AI-Driven Creativity

Pillar - II:

Product and Concept Development

Module 5: Design Thinking Approach for Idea Generation

- Introduction to Problem-Framing Canvas
- Problem-Framing Canvas: The Customer Pain Segment
- Problem-Framing Canvas: The Business Goals Segment
- Problem-Framing Canvas: The Ideas and Opportunities Segment
- Preparing for Idea Generation
- Creative Thinking
- Critical Thinking
- Creative Confidence
- Introduction to Brainstorming
- Examples of Brainstorming Scenarios
- Brainstorming: Principles and Process
- Methods of Brainstorming
- Reverse Brainstorming

Module 6: Design Thinking Approach for Concept Development

- The Innovation Idea Funnel
- Parts of the Innovation Idea Funnel
- Introduction to Concept Development
- The Concept Development Process
- Tools Used in Concept Development
- An Introduction to Product Concept
- Anatomy of a Product Concept
- Mapping a Product Concept
- Product Concept Statements
- Introduction to Product Concept Ideation
- Tools for Product Concept Ideation: Storyboard
- Tools for Product Concept Ideation: Sketches and Wireframes
- Tools for Product Concept Ideation: System Map
- The Back of Napkin Pitch

Module 7: Design Thinking Approach for Concept Evaluation

- Introduction to Assumption Testing
- Testing Assumptions
- Kano Model: An Introduction
- Kano Model: Characteristics
- Kano Model: Analysis and Checking for Assumptions
- Introduction to Value / Ease Matrix
- Value / Ease Matrix: Process
- Introduction to Rapid Prototyping
- Forms of Rapid Prototyping
- The Rapid Prototyping Process
- Advantages and Disadvantages of Rapid Prototyping
- Preparing for Feedback

Module 8: Design Thinking Approach for Obtaining User Feedback

- Introduction to Minimum Viable Product
- Launching a Minimum Viable Product: Process
- Customer Co-Creation: Introduction

- Customer Co-Creation: Process
- Learning Launches: Introduction
- Learning Launches: Essentials
- Learning Guide and Beyond
- Getting Started on the Design Thinking Journey

Module 9: Iterative Design and Sustainability*

- Design Iteration for Continuous Improvement
- Sustainable Design Principles and Practices
- Lifecycle Assessment and Environmental Impact Analysis
- Circular Design Thinking for Sustainability

Module 10: Gen AI for Product and Process Innovation*

- AI-powered Ideation and Concept Generation Tools
- Generative Design and AI-driven Prototyping
- Rapid Prototyping with AI-based Simulation and Visualisation
- AI-enabled Collaboration in Prototyping Processes and Innovation
- Case studies on Gen AI driven product and process innovation

Pillar - III: Understanding Customers and Needs using Gen AI

Module 11: Design Thinking Approach for New Product Development

- Innovation as a Process
- Innovative Ideas from Customers
- Innovative Ideas from Supply Chain
- Innovative Ideas from Employees
- Innovative Ideas from Competition
- Innovative Ideas from Academic Research and Technology
- Opportunities for Innovation
- Jeanne Liedtka's Framework for Design Thinking
- Tools Used in the Design Thinking Process
- Visualisation in the Design Thinking Process

Module 12: Gen AI for Market Research & Product Road Maps*

- Leveraging AI for User Insights
- Sentiment analysis of customer feedback (NLP)
- Trend analysis for emerging needs (ML)
- Problem Framing with AI Assistance
- Concept generation with generative AI

Module 13: Design Thinking Approach for Understanding Customers

- Understanding Customers' Expectations
- Needs, Wants and Desires
- The Iceberg Model
- Maslow's Hierarchy of Needs
- Types of Data Required to Gather Information Regarding Customers
- Research Methods to Gather Customer Data
- Consumer Personas and its Advantages
- Creating a Title: Details in Consumer Personas
- Creating Customer Journey Maps
- Benefits of Customer Journey Mapping
- Introduction to Jobs to be Done (JTBD)
- Types of JTBD and Examples

Module 14: Design Thinking Approach for Deciphering Needs

- Introduction to Value Chain Analysis
- Levels of Activities in a Value Chain
- Introduction to Mind Mapping
- Creating a Mind Map
- Introduction to Value Proposition Canvas
- Value Proposition Canvas: Customer Profile Segment
- Value Proposition Canvas: Value Proposition Segment
- Advantages of the Value Proposition Canvas
- Creating a Value Proposition Canvas: Example
- Introduction to User Need Statement
- Components in a User Need Statement

- Creating a User Need Statement
- Introduction to How Might We Statements
- Framing a How Might We Statement: Phases
- Examples of How Might We Statements

Module 15: Gen AI for Customer Engagement & User Experience*

- AI-powered Customer Segmentation and Targeting
- Personalised Content Creation and Delivery
- Utilising AI for user testing and feedback analysis
- Ensuring accessibility and inclusivity in AI-powered design

Pillar - IV:

Design thinking, Technology and Business

Module 16: Agile Design and Technology-driven Innovation for Business*

- Agile Methodologies in Design and Development
- Data-driven Design Decision Making
- Continuous Improvement through Iterative Design Cycles
- Design Metrics and KPIs for Agile Environments
- Integration of Design Thinking with Technology and Business Strategy
- Design Leadership and Organisational Transformation
- Design-driven Innovation for Business Growth
- Business Model Innovation through Design Thinking

Module 17: Marketing of Innovation and Designing Business Models

- Business Model Canvas
- Modules of the Business Model Canvas
- Benefits of Using a Business Model Canvas
- Developing a Business Model Using the Canvas
- Positioning and Differentiation
- Product Differentiation
- Positioning

- Positioning Statement
- Go-to-market Strategy
- Adoption of Innovation
- Innovation Adopters

Module 18: Gen AI for Designing Business Models*

- AI-powered Business Model Innovation Tools
- Predictive Analytics for Business Model Optimisation
- AI-driven Market Analysis for Business Model Design
- Personalised Business Model Generation with AI

Pillar - V: Services and Change Management

Module 19: Introduction to Services (Service Products for the New Economy - earlier name)

- Understanding service products in new economies
- Nature of service businesses and its importance
- Characteristics of services
- Point of differences between goods and services that has implications for businesses and design

Module 20: Understanding customer behaviour in Services

- Consumer behaviour related to services
- The three-stage model of consumer behaviour applied to services
- Post-purchase evaluation: Modelling consumer satisfaction with services
- Environmental perspectives on the service encounter
- Perceived control, script & role theories

Module 21: Gen AI on Consumer Behaviour Analysis, Personalised service delivery*

- AI-powered Customer Behavior Analytics

- Predictive Modeling for Customer Behavior Forecasting
- Personalised Service Recommendations with AI
- Dynamic Pricing and Offer Optimisation with AI

Module 22: Service Models and Gen AI-Augmented Servicescape Design*

- Types of Service Models
- Service Blueprinting and Process Design
- Service Design Tools and Techniques
- Service Innovation and Business Model Transformation
- Personalised Customer Experiences in Physical and Digital Spaces
- AI-powered Customer Journey Mapping for Servicescapes

Module 23: Change Management in Products and Services*

- Managing Organisational Change in Innovation Processes
- Change Management Strategies for Product and Service Launches
- User Adoption and Change Communication Strategies
- Continuous Improvement and Change in Agile Environments

Module 24: Impact of AI on Design Thinking and Innovation and Future of AI*

- AI's Role in Enhancing Design Thinking Processes
- Ethical and Social Implications of AI in Innovation
- Future Trends in AI and Design Thinking Integration
- AI's Potential to Transform Industries and Societies

Pillar - VI: Capstone Project

- End-to-end project on AI in Design Thinking

Notes:

- The sequence of modules is subject to change, and the final schedule will be shared during the orientation session.
- *Topics are to be covered as masterclasses by Emeritus Industry Experts.

Programme Certificate

IIM Kozhikode will award a certificate of successful completion to participants who complete the programme successfully with 70% of score in evaluation.

A participant with less than 70% of score in the overall evaluation will not be awarded any certificate.



Note: The certificate shown above is for illustrative purposes only and may not be an exact prototype of the actual certificate. IIM Kozhikode reserves the right to change the certificate and specifications without notice.



Learning Journey



Orientation Week

The first week is orientation week. During this week, you will be introduced to the other participants in the class from across the world, and you will learn how to use the learning management system and other learning tools provided.



Weekly Goals

As you begin the programme, meet your learning goals set for the week. The goals would include completing the assignments, which have weekly deadlines.



Flexible Online Learning with Live Sessions

Learn online via pre-recorded videos from renowned IIMK faculty in a high-impact, six-month journey with a learning commitment of five to six hours a week. Faculty will not be a part of weekly live sessions or any other live interaction in this programme.



Doubt Clearing Sessions

The programme features weekly live online sessions with programme leaders who are available to help you clarify your doubts pertaining to the content. Assignments are graded either by programme leaders and/or by the Emeritus grading team.



Timely Follow-Up and Learning Support

The Emeritus Programme Support team will follow up over emails and phone calls with learners who are unable to submit their assignments on time.

Learning Outcomes



Describe the fundamentals of design thinking and its application in innovation.



Explain the role of AI in enhancing creativity and driving business success.



Use AI to create and refine design prototypes and assess their impact on sustainability metrics.



Create innovative market research strategies, product concepts and customer engagement campaigns using generative AI.



Design innovative business models and service delivery systems by integrating Agile design principles and AI technologies.



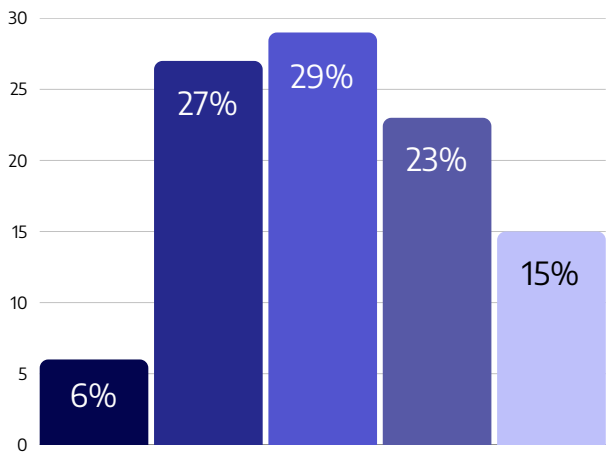
Analyse the impact of AI on consumer behaviour and service design.



Evaluate the effectiveness of change management strategies in implementing AI-driven design thinking and innovation initiatives, predicting future challenges and opportunities.

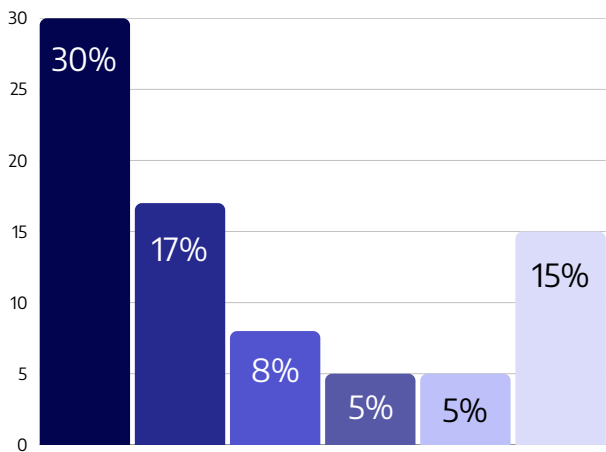
Profiles of Past Participants

Work Experience



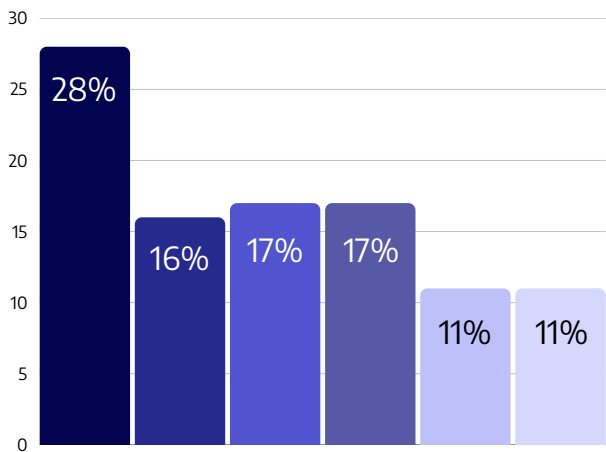
- 0 - 5 Years
- 6 - 10 Years
- 11 - 15 Years
- 16 - 20 Years
- 20+ Years

Industry



- Information Technology / Services
- Education/Ed-Tech
- Consulting
- Banking and Finance
- Pharmaceuticals / Biotechnology / Healthcare
- Other

Job Functions



- Assistant Professor
- Assistant Manager
- Director
- UX Designer
- Founder
- Lead Associate Design - D&IT

Programme Details

Programme Fee:	INR 1,39,000 + GST
Programme Start:	September 25, 2025

Note:

- The actual programme schedule will be announced closer to the programme start. GST (currently @ 18%) will be charged extra on these components. Additional convenience charges will be applicable on instalment payments.
- Admissions are on a first-come, first-serve basis. There might not be subsequent rounds if seats are filled in the initial rounds.
- The actual programme schedule will be announced closer to the programme start.

Programme Schedule

Eligibility

Minimum Graduate or Diploma Holder (10+2+3)

Admission Criteria

Open Enrolments

Programme Format

Online + Live Online

Application Requirements

Your Graduation/Degree:

You can submit a scanned copy of ANY ONE of: Degree certificate, provisional Degree certificate, marks transcript or score transcript.



About IIM Kozhikode

Started in 1997 with its Post Graduate Programme (PGP), the Indian Institute of Management Kozhikode (IIMK) is on a high growth trajectory today, offering a wide range of academic programmes in the field of management education. These include the Fellow Programme in Management, Executive PG Programmes, Management Development Programmes and Faculty Development Programs. IIMK set up a Satellite campus at Info park, Kochi, in 2013 dedicated to Executive Education. IIMK has also the unique distinction of launching a PhD (Practice Track) programme for working professionals besides bringing in new dynamic programmes such as the one-year Post Graduate programme in Business Leadership (2019) MBA in Finance and MBA in Liberal Studies & Management (2020). The institute is also home to IIMK LIVE a first-of-its-kind start-up incubation programme and the Indian Business Museum. IIMK is ranked 3rd as per NIRF India Rankings 2023: Management. The institute also features regularly among top global institutes for its flagship MBA (PGP) and EMBA programme (EPGP) in the QS World University Rankings. The institute has leapfrogged 100 spots to be placed in the Top 151-200 Institutes in Business & Management Studies globally, as per the QS World University Rankings by Subject 2024. IIM Kozhikode is also globally accredited by EQUIS (EFMD) and AMBA (UK) and is on the verge of a triple-accreditation crown.

IIM Kozhikode also made its debut in the prestigious Financial Times Rankings in 2023 and was recently ranked #70 among the top-80 open-enrolment executive program providers globally for the year 2024. The feat has further consolidated the 28- year's IIM's footing in an exclusive list of the foremost providers of executive education in the world. The institute had also entered in global top-100 at Rank #77 for FT Masters in Management (MIM) 2023 Rankings, for its full time MBA programme. IIM Kozhikode has successfully delivered close to 1300 MDP programmes over the past two decades, training more than 41,000 participants from 150+ organisations, which also includes several Fortune 500 companies in the process.

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NIRF India Ranking 2024, Management



About Emeritus

Emeritus is committed to teaching the skills of the future by making high-quality education accessible and affordable to individuals, organisations, and governments worldwide. It does this by collaborating with more than 80 top-tier universities across the United States, Europe, Latin America, Southeast Asia, India, and China. Emeritus' short courses, degree programs, professional certificates, and senior executive programs help individuals learn new skills and transform their lives, companies, and organisations. Its unique model of state-of-the-art technology; curriculum innovation; and hands-on instruction from senior faculty, mentors, and coaches has educated more than 350,000 individuals across 80+ countries.



Apply for the programme here

APPLY NOW

Finance options available

KNOW MORE



WhatsApp an advisor on +91 86570 38243*

*This number does not accept any calls. Please message your queries.

For registration and any other information, please get in touch with us at
iimk.execed@emeritus.org

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