



Agile Industry Mindset (AIM)

ICTC's WIL Agile Industry Mindset (AIM) course provides learners with the opportunity to cultivate critical interpersonal skills to excel in any digital working environment. This soft skills course will empower your agile teams, fostering social awareness, emotional intelligence, and active communication skills. With a blend of VILT (virtual instructor led training), student-driven learning, and interactive story-based learning with video-based practice, the AIM course will give students essential supports to foster a healthy work environment, built around team agility.

Modules		Lessons	Timeline
	Pre-Course Preparation	VILT #1	Week 1 (2 hrs.)
	The Agile Team	Video introduction to the Agile Team	
Podcast			
VILT #2			
Unit 1: Stages of group development the change cycle			
Unit 2: Meeting the needs of a team			
Unit 3: The importance of radical collaboration			
VILT #3			
Unit 4: Servant leader mentality and helpful behaviours			
Podcast			
VILT #4			
The Art of Communication	Video Introduction to The Art of Communication		
	True Colors© introduction		
	VILT #5		
	Unit 5: Communication skills		
	Podcast		
	Unit 6: Attending behaviours		
	VILT #6		
	Unit 7: Question concepts		
	VILT #7		
	Story-based learning #1: Question concepts		
The Concept of Self	Video Introduction to The Concept of Self		
	Unit 8: Themes in my story and my unique brand		
	VILT #8		
	Unit 9: Recognizing assumptions		
	VILT #9		
Emotional Intelligence	Video Introduction Emotional Intelligence		
	Unit 10: Intro to emotional intelligence		
	VILT #10		
	Unit 11: Understanding feelings		
	Podcast		
	Unit 12: Ownership language		
	Story-based learning #2: Feelings		

		VILT #11	Week 7 (1 hrs. 45 min)
		Unit 13: The Feel-Think-Do Loop	
		Unit 14: Motivation and empathy	
		Unit 15: Self-awareness and self-regulation	
		VILT #12	
Module 5	Feedback and Assumptions	Video Introduction to Feedback and Assumptions	Week 8 (2 hrs. 5 min)
		Unit 16: Giving and receiving feedback	
		Podcast	
		Story-based learning #3: Giving and receiving feedback	
		Story-based learning #4: Setting the record straight and saying no	
		Story-based learning #5: Responding to zingers and using the feedback formula	Week 9 (2 hrs. 5 min)
		VILT #13	Week 10 (1 hr. 10 min)
		VILT #14	
		VILT #15	
		Unit 17: Challenging assumptions	
		Podcast	
Unit 18: Bias and discrimination	Week 11 (1 hr. 45 min)		
VILT #16			
Module		Design Thinking (Problem Solving)	Introduction to service design
			Service design as a practice
			Roles of service design in customer experience
	Conclusion and quiz		



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