

# Higher Education Leadership with AI and Behavioral Insights Course

29 August – 2 September 2027
Langkawi

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**Ref:** 331_127697 **Date:** 29 August – 2 September 2027 **Location:** Langkawi **Fees:** 6000 Euro

## Overview

The Higher Education Leadership with AI and Behavioral Insights Course is a one-week intermediate course for university leaders, academic administrators, faculty leaders, planning teams, student success functions, and learning transformation managers who leave with an Institutional AI and Behavioral Change Roadmap. The course connects institutional decisions, academic operations, student services, faculty engagement, behavioral diagnosis, service design, responsible AI, governance, performance evidence, and change adoption. Agile Leaders Training Center delivers this course on higher education leadership with AI and behavioral insights.

## Who Should Attend

- Leadership teams responsible for institutional direction, priorities, and performance
- Academic functions responsible for programs, faculty coordination, and learning operations
- Planning teams responsible for institutional evidence, analytics, and decision support
- Student success functions responsible for engagement, persistence, and service outcomes
- Technology and transformation teams responsible for AI adoption and digital services
- Quality functions responsible for governance, evaluation, and improvement

The course assumes participants contribute to higher education decisions or change initiatives and leaves out software development, behavioral therapy, and specialist statistical modeling.

## Departments and Industries

The course supports leadership decisions across higher education and related learning environments.

- Universities and colleges
- Academic affairs and institutional planning
- Student services and learning support
- Research administration and educational technology
- Professional learning and workforce education

## Learning Objectives

By the end of this course, participants will be able to:

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- Analyze institutional needs and prioritize AI leadership use cases
- Apply behavioral diagnosis to student, faculty, and service challenges
- Build AI-supported decision and service design plans
- Evaluate responsible AI, data, governance, and change controls
- Compare performance measures and behavioral experiment evidence
- Create an Institutional AI and Behavioral Change Roadmap

## Course Agenda

### Day 1: Institutional Priorities and AI Decisions

- Higher Education Strategy and Stakeholder Mapping Canvas
- Institutional AI Use Case Prioritization Matrix
- Academic Operations and Service Decision Map
- Student Success and Faculty Engagement Baseline Register
- Value Risk and Feasibility Scorecard

### Day 2: Behavioral Diagnosis and Service Design

- Behavioral Barrier and Enabler Diagnostic Map
- Student and Faculty Journey Mapping Method
- Choice Architecture and Communication Design Checklist
- Service Friction and Participation Analysis Grid
- Behavioral Hypothesis and Experiment Canvas

### Day 3: AI Data and Institutional Applications

- AI-Supported Decision Workflow Design
- Learning and Student Success Data Map
- Academic Administration Automation Assessment
- Human Review and Escalation Protocol
- Institutional Data Quality and Interpretation Checklist

### Day 4: Governance Change and Performance

- Responsible AI Governance and Decision Rights Matrix
- Faculty and Staff Adoption Readiness Map
- Change Communication and Engagement Plan
- Behavioral Experiment Measurement Framework
- Institutional Performance Dashboard Design

## Day 5: Higher Education Leadership Practice

- Suggested Exercise: Institutional AI Use Case Selection
- Suggested Exercise: Behavioral Diagnosis and Service Redesign
- Suggested Exercise: Responsible AI and Data Decision Review
- Suggested Exercise: Adoption and Performance Evidence Review
- Capstone Exercise: Institutional AI and Behavioral Change Roadmap

## Practical Exercises

The course includes suggested activities for converting institutional evidence into leadership and change decisions.

- Suggested activity: prioritize AI use cases across academic operations and student services.
- Suggested activity: diagnose behavioral barriers in a faculty or student journey.
- Suggested activity: design a governed AI-supported decision with human review points.
- Suggested activity: present an Institutional AI and Behavioral Change Roadmap with owners, measures, and phased actions.

## FAQs

### Who suits the Higher Education Leadership with AI and Behavioral Insights Course?

University leaders, academic administrators, faculty leaders, planning teams, student success functions, and transformation managers suit the course; it assumes involvement in institutional decisions or change initiatives.

### How does higher education AI leadership differ from a general AI course?

Higher education AI leadership focuses on institutional priorities, academic operations, student success, faculty engagement, behavioral adoption, responsible governance, and measurable change rather than technical model development.

### How do behavioral insights support student and faculty engagement?

Behavioral insights help teams diagnose friction, beliefs, incentives, choices, communication effects, and participation patterns, then frame small changes and tests for review against defined evidence.

### Why is responsible AI governance important in higher education?

Responsible AI governance assigns decision rights, review points, data responsibilities, escalation paths, and performance checks so institutional applications remain traceable and subject to human oversight.

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## What belongs in an Institutional AI and Behavioral Change Roadmap?

An Institutional AI and Behavioral Change Roadmap links priorities, use cases, behavioral barriers, service designs, data, governance, human review, adoption actions, owners, measures, and phased implementation decisions.

## Conclusion

Participants leave with an Institutional AI and Behavioral Change Roadmap connecting leadership priorities, AI applications, behavioral evidence, governance, adoption, and ownership. The work product improves how institutional initiatives are selected and directed. It gives higher education teams a reusable structure for implementation, performance review, and subsequent decisions.