



Format to prepare the syllabus of courses for the international week

The purpose of this document is to complete the information for the preparation of the syllabus of courses for the international week in the empty boxes.

Please complete the following mandatory fields requested in each of the boxes below:

I. General Information

Complete the following general information:

Name of the course:

Defining powerful experience strategy

Teacher's name:

Agnieszka (Aga) Szóstek, PhD

II. Introduction

Describe briefly, simply and synthetically what the course consists of and its formative scope. To do so, indicate what the course offers or provides to the student, mentioning its practical and theoretical usefulness.

Type the course introduction in the following box:

The course...

In this course the students will explore how to craft and implement an experience-driven strategy that enables your organisation (or team, or project) to stand out by delivering a distinctive “flavour” of value - using the metaphor of *umami* as the fifth taste that elevates the ordinary. The approach is inspired by AgaSzóstek’s model of mixing business thinking with experience design to build meaningful, memorable, and differentiating customer (and employee) experiences.

III. Final Learning Achievement of the Course

The final learning achievement is a precise and assessable statement of what a student is expected to be able to do at the end of the course. They are essential for guiding the teaching process, assessing student progress, and verifying the acquisition and application of knowledge.

To develop the learning achievement of the course, consider the following elements to develop the final learning achievement of the course:



Time	Subject	Observable action / Output	Criteria
When?	Who?	What will he/she do?	How will he/she do it?
At the end of the course	the student	By the end of the course, the student will be able to define and present a strategic experience plan for an organization, identifying its unique “umami” differentiators, mapping customer narratives, and proposing measurable success indicators, demonstrating the ability to integrate theoretical framework and practical tools into a coherent, implementable experience strategy.	Students achieve the Final Learning Achievement by progressively creating an umami vision for a chosen initiative, identifying unique “umami” differentiators, defining measurable success measures, and designing actionable initiatives.

Write the final achievement of the course in the following box:

At the end of the course, the students will be able to present a coherent, implementable experience strategy that integrates insights, vision, and success metrics.

IV. Learning Units

In this section the final learning achievement of the course is moved and the thematic contents and the activities and evaluations that will be developed are indicated.

Learning Unit 1: Defining experience strategy

Unit Learning Achievement:
 At the end of the course, the students will be able to:

- create an aspiration map for at least one user group
- define one experience vision
- define at least three differentiators
- Define at least three metrics per differentiator
- define at least three strategy implementation ideas

Activities and evaluations:

- Group work
- Presentations

The teaching strategies respond to the characteristics of the subject and the teaching methodology used by the teacher.

Below are some teaching strategies that can be selected. Write an "x" in the box corresponding to the teaching strategies you use in your course. If any of these strategies do not fit your course, add the strategy at the end of the list and describe it:

Teaching strategy	Type an x
<p>Interactive presentation: <i>It consists of the explanation and demonstration of contents by the teacher, with the intervention of the students, either through questions or presentations of work prepared by the students.</i></p>	X
<p>Exercise and problem solving: <i>It consists of asking students to solve exercises and/or problems by using formulas or algorithms, applying procedures and interpreting the results.</i></p>	
<p>Case studies: <i>It consists of an in-depth analysis of a fact, problem or real or hypothetical event in order to interpret it, generate hypotheses, diagnose it and solve it.</i></p>	X
<p>Group dynamics: <i>It consists of activities of a different nature conducted collaboratively between two or more students, whose purpose is to learn how the groups interact and thus facilitate experiential learning.</i></p>	X
<p>Structured debates/discussions: <i>It consists of moderating a systematically organized discussion of divergent opinions between two or more students on a topic or problem.</i></p>	
<p>Role playing: <i>It consists of providing a real or simulated scenario in which students are required to assume fictitious or real roles with the intention that they can deploy all their abilities to resolve conflicts, as well as understand or experience a reality according to the role assumed.</i></p>	
<p>Reflective dialogue: <i>It consists of the interaction of two participants who exchange ideas and opinions through a conversation with the purpose of reflecting critically and deeply on a specific topic. In this dynamic, students not only share their points of view, but are required to be open to listen and consider the other's perspective in order to build a more comprehensive understanding of the topics discussed.</i></p>	X
<p>Collaborative learning: <i>It consists of providing instructions for students in small groups to exchange information and work on a task until all participants have developed an understanding of it (not necessarily the same) and have completed it.</i></p>	X
<p>Peer learning: <i>It consists of promoting collaborative spaces between a pair of students who exchange their knowledge, information, experiences and problem solving, being guided by the teacher (for example: students exchange their solutions between pairs, on an activity or exercise, before the teacher presents it to everyone).</i></p>	
<p>Active learning: <i>It consists of encouraging students' participation and continuous reflection through activities aimed at deepening knowledge through interaction with the content, which involves the analysis and synthesis of information.</i></p>	X
<p>Inverted classroom: <i>It consists of establishing pre-class activities for the review of conceptual materials and information (e.g., through videos, infographics, readings and other didactic resources), which allows students to prepare for a practical and active classroom session through collaboration, discussion and problem solving.</i></p>	



Teaching strategy	Type an x
<p>Experiential learning: It consists of developing conditions for students to experience real or simulated situations (for example: debates, national or international learning visits, immersive experiences, internships, among others) that allow them to feel or perform actions and share them with their peers to strengthen their learning.</p>	
<p>Service learning: It consists of preparing students to apply the contents and tools provided by the course to the real needs of the community in order to develop a sense of social responsibility and, thus, improve their environment.</p>	
<p>Spaces for creation: It consists of facilitating physical or virtual spaces for students to create projects or prototypes based on computer programs or physical tools (for example: game labs software, design software, innovation labs, 3D printers, laser cutters, among others).</p>	
<p>Design thinking: It consists of the development of solutions or products focused on the needs of users, through strategies and tools (for example: empathy map, user journey, Canva, among others) that allow students to develop their empathy to understand the environment, generate ideas and solutions, as well as prototyping solutions or products that can be tested and adjusted to achieve user satisfaction.</p>	
<p>Problem-based learning: It consists of posing a complex real-world or hypothetical problem formulated by the teacher, with the intention that students (usually in groups) gather more information and analyze the problem in order to propose solutions.</p>	
<p>Research-based learning: It consists of connecting teaching with research through the application of scientific concepts, theories and methods in order to generate new knowledge about a particular aspect of reality or the exploration of an unknown phenomenon in order to suggest theoretical or methodological guidelines for its approach.</p>	
<p>Project-based learning: It consists of the design and development of projects (generally in groups of students) with the purpose of having the student manage a set of planned, interrelated and coordinated activities to achieve an objective within a given time frame.</p>	
<p>Challenge-based learning: It consists of providing a situation or general context in a social or physical environment so that students can collaboratively choose a challenge to be solved based on the learning of the contents offered by the course.</p>	
<p>Gamification of learning: It consists of developing a physical or virtual learning environment by applying the principles and elements of the game in order to encourage student motivation and participation.</p>	
<p>Write other strategies not contemplated in the previous list that you need to detail:</p>	

VI. Evaluation System

In this section, write the names of the evaluations to be used in the course in a manner consistent with the final learning achievement of the course, as well as the percentage of weighting that each type of evaluation will have in the final score, which should add up to 100%.



Evaluation name	%	Comments
Attendance	10	<ul style="list-style-type: none">• The grade is individual.• Presence in the classroom will be assessed
Group work	40	<ul style="list-style-type: none">• The grade is group-based.• Active participation and respectful collaboration will be evaluated.
Presentation	50	<ul style="list-style-type: none">• The presentation is group based.• Mastery of the topic, clarity of presentation, resolution of questions, substantiation of ideas and collaboration will be evaluated.

VII. References

This section should indicate the sources and resources of information, indicating the required and recommended readings. It is necessary to consider that this material must be available to the students and must contemplate safe and reliable links that are unlikely to change domain, for example, DOI, handle, reliable websites, etc. Likewise, avoid considering class handouts, teacher's notes, evaluations, among other teacher's own work materials that are not referenced.

Mandatory:

Aga Szostek, "The Umami Strategy"

Recommended:

Rosamund Stone Zander i Benjamin Zander "The Art of Possibility"

Lisa Feldman Barrett, "How Emotions Are Made"

Lisa Feldman Barrett, "7 ½ lekcji o mózgu"

Andy Clark "The Experience Machine"

Joseph Pine, James Gilmore, "The Experience Economy"