

— HUMAN CAPABILITY. ORGANIZATIONAL VALUE.

Evolve the work. Direct what comes next.



Connect people, tools and decisions around a better outcome.

Build Workflow Intelligence. Understand how work moves, decide where AI can contribute and redesign the flow around the outcome you need.

See the whole workflow.

Trace inputs, handoffs, decisions and repeated friction.

Change what happens next.

Connect AI-assisted steps, tools and bounded agents.

20

Modules in
this program

10–12

Hours of learning
Approximately

12 months

Membership in the
Directing Intelligence Community

20 modules and approximately 10–12 hours of learning. Build practical workflows around outcomes, permissions, human checkpoints and improvement through evidence.

Systems thinking · Judgment · Collaboration · Learning through evidence

HUMAN FIRST. AI FORWARD.

BUILD WORKFLOW INTELLIGENCE

See the whole workflow. Redesign around the outcome.

Information moves, people decide and someone depends on the result. Develop the capability to understand those connections and redesign how people and AI work together.

AREA OF DEVELOPMENT 01

Workflow design

Connect tasks into practical end-to-end workflows.

Map inputs, decisions and handoffs. Find repeated friction and challenge steps that no longer serve the outcome.

AREA OF DEVELOPMENT 03

Connected tools and information

Connect tools, data and systems to support the workflow.

Bring approved information and actions together. Specify permissions, handoffs and boundaries between steps.

AREA OF DEVELOPMENT 02

Assistants and bounded agents

Build and configure assistants, automations and agents with clear limits.

Create reusable instructions, context and configurations. Define what can be delegated and where human review belongs.

AREA OF DEVELOPMENT 04

Human checkpoints and improvement

Test, monitor and improve the work with review points, permissions and escalation.

Make failures visible and define exception routes. Use evidence to decide what to change or expand.

A workflow you can operate and improve.

Develop the work map, step-level agency choices, reusable instructions, tool boundaries, review and escalation points, and a record of testing.

Start with the outcome.

Trace the work before automating it. Question the existing sequence and decide what should remain human.

Learn from the evidence.

Test a bounded design. Examine quality, effort, delays and rework before deciding what to expand.

WORKFLOW INTELLIGENCE IN PRACTICE

From a weekly scramble to a dependable decision brief.

Replace repeated gathering and reformatting with a deliberate flow. Define the decision first, organize approved information and prepare a recommendation the owner can assess.

01	Define the decision People establish purpose, success criteria and consequences.	H5 • Full Human Agency People perform the work and exercise judgment.
02	Assemble updates AI organizes approved inputs. A person checks gaps at the review point.	H2 • Delegated AI Agency AI executes within objectives, limits and specified human review points.
03	Explore the options People and AI iterate. The team tests assumptions against evidence.	H3 • Shared Agency People and AI develop the work through iteration.
04	Prepare the recommendation AI supports the analysis. A person chooses and verifies the recommendation.	H4 • Augmented Human Agency People lead; AI supports analysis, options or drafting.
05	Decide and learn The accountable owner decides. People review the outcome.	H5 • Full Human Agency People perform the work and exercise judgment.

Illustrative workflow and agency assignments. An H-level describes a task or step, not a person's ability. A workflow can repeat a stage and leave others unused. People retain accountability at every level.

Make improvement observable.

Compare output quality, repeated effort, handoff delays, review effort and avoidable rework. Use that evidence to decide what should change next.

Apply the Human Agency Scale to each step's purpose and consequences. These examples use HumanSkills teaching labels; no single agency level is the destination.

LEARNING THAT FITS YOUR CONTEXT

Find a workflow worth evolving.

For people ready to redesign recurring work and connect AI-assisted steps into a practical flow. Start with a result that matters and a workflow you understand.

FOR YOUR WORK
Make the friction visible.

Bring a recurring workflow. Map its purpose, inputs, people, tools and points of friction using examples you can appropriately share.

FOR YOUR TEAM
Make the boundaries explicit.

Identify the decisions, permissions and human owners the redesigned workflow must respect. Give unusual cases a clear route to review.

FOR YOUR NEXT CYCLE
Start bounded. Learn from it.

Test ordinary and unusual cases. Examine delays, missing information, routing errors and rework before extending the design.

Every module combines video, an applied exercise with Virgil, and an interactive area to create and reflect.



Your context. Your choices.
Your capability.

12 months of continued learning.

Directing Intelligence Community membership is included with this Intermediate Program. Continue with Momentum Modules, articles and perspectives, video podcasts and live virtual events.

Virgil, your Agentic Learning Guide, provides support, challenge and room to think during applied exercises. You bring the context and make the choices.

Explore AI Workflows + Agents.

See the program and bring a recurring workflow or team priority into the conversation.

www.humanskills.ai/ai-workflows-agents



Scan to explore
the program.

Approximate learning times. Program and enrollment information available online. Photography: AI-generated illustration of fictional people. [View program information.](#)