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COURSE BROCHURE

# AI Team Norms and Task Delegation Training Course

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# AI Team Norms and Task Delegation Training Course

AI Team Norms and Task Delegation is a 1-week training course for line managers, team leaders and department heads who need to decide which tasks go to AI assistants and on what terms, and who leave with a team AI usage charter and delegation matrix. As assistants enter everyday drafting, research and reporting, managers now set the rules that keep output accurate and roles clear. Jupiter Prime Training designed this course around that managerial responsibility.

## Why AI Team Norms and Task Delegation Matters Now

Three forces shape this subject today. General-purpose assistants have reached desks faster than policies, so staff improvise their own habits. Employees and clients expect clarity and accountable output. Explicit norms save time without losing trust; unspoken usage brings hidden errors and quiet resistance. The course draws on ISO/IEC 42001, the international standard for an AI management system, and the NIST AI Risk Management Framework AI RMF for mapping, measuring and managing AI risk.

## Who Gains Most from AI Team Norms and Task Delegation

- Managers who allocate daily tasks and decide where an assistant may draft, summarise or check
- Team leaders accountable for the accuracy of reports, client replies and internal documents
- Department heads who set usage rules that several teams must follow consistently
- Supervisors who coach staff through new routines and handle concerns about role change
- Managers who track team performance and must judge whether assistant use improves results

A department head attending with two or three team leaders gains most, as their charter reflects shared rules.

## AI Team Norms and Task Delegation Capabilities

Participants turn informal experimentation into written delegation, verification and measurement rules.

- Assess which team tasks suit assistant delegation, partial delegation or human-only handling — task allocation decisions
- Design a usage charter with permitted uses, prohibited inputs and disclosure rules — staff and clients
- Specify verification norms matched to the risk of each output type — quality owners
- Build an AI literacy ladder that sets the skills expected at each role level — development planning
- Communicate role changes in ways that reduce adoption resistance — affected employees
- Calculate output quality and cycle-time metrics that show whether delegation works — senior leadership

## Key AI Team Norms and Task Delegation Terms

- Usage charter — a written agreement on how a team may use AI assistants.
- Task delegation matrix — a grid assigning each recurring task full, partial or no assistant involvement.
- Verification norm — the agreed check on assistant output before use, scaled to its stakes.
- AI literacy ladder — staged prompting, judgement and checking skills expected from each role.
- Adoption resistance — staff reluctance to change routines, often rooted in concerns about skills or job security.
- Human-in-the-loop — a working arrangement in which a person reviews or approves assistant output before it reaches a decision or client.

## AI Team Norms and Task Delegation Day by Day

## Day 1: Assistants in the Team Landscape

- Assistant Capability Mapping — What Current Tools Can and Cannot Do
- Team Task Inventory — Where Time Goes Across Recurring Work
- Stakeholder Expectation Scan — Staff, Client and Leadership Concerns
- ISO/IEC 42001 Overview — Management Responsibilities for AI Use
- NIST AI RMF Functions — Mapping Team-Level AI Risk

## Day 2: Delegating Tasks to Assistants

- Task Delegation Matrix — Full, Partial or Human-Only Allocation
- Risk Tiering of Outputs — Matching Stakes to Checking Effort
- Prompt Templates for Recurring Tasks — Consistency Across Team Members
- Role Redesign Canvas — Shifting Duties Toward Judgement Work
- Workflow Handoff Mapping — Clear Human Owners at Each Step

## Day 3: Writing Usage Norms

- Usage Charter Structure — Permitted Uses and Prohibited Inputs
- Confidential Data Rules — What Never Enters an Assistant
- Verification Norms — Fact, Source and Tone Checks Before Release
- Disclosure Practice — When Clients Are Told About Assistant Use
- Bias and Fairness Spot Checks — Responsible Use in People Decisions

## Day 4: Literacy, Resistance and Measurement

- AI Literacy Ladder — Skills Expected at Each Role Level
- Peer Coaching Routines — Spreading Practice Without Formal Courses
- Resistance Diagnosis Interviews — Surfacing Concerns About Role Change
- Output Quality Metrics — Error Rates and Rework After Delegation
- Cycle-Time Tracking — Evidence for Leadership on Time Saved

## Day 5: Practising the Usage Charter and Delegation Matrix

- Case Simulation in Finance Operations — Applying Delegation Tiers
- Case Simulation in Customer Service — Testing Verification Norms
- Charter Stress Test — Applying Risk Tiers to Edge Cases
- Rollout Briefing Rehearsal — Answering Staff Questions on Role Change
- Team AI Usage Charter and Delegation Matrix — Final Draft for Adoption

## Applying AI Team Norms and Task Delegation After the Course

- Run a two-week task inventory with the team and populate the delegation matrix with real recurring tasks and named owners.
- Introduce the verification norms for one high-stakes output type and track error and rework rates for a month.

## AI Team Norms and Task Delegation Questions FAQ

### What are AI team norms and task delegation, and why do they matter now?

AI team norms and task delegation are the agreed rules for which tasks assistants handle and how their output is checked. They matter because unwritten habits create errors and unclear accountability.

### Which roles gain most from AI team norms and task delegation training?

Line managers, team leaders and department heads gain most, because they allocate work and answer for its quality. Leaders from one department gain more when they attend together.

### How does AI team norms and task delegation differ from a course on AI strategy?

It works at team level rather than organisation level. It covers task allocation, checks and usage rules for the people you manage directly.

## What do you bring back from AI team norms and task delegation training?

You bring back a drafted usage charter and delegation matrix for your own team. You also return with verification norms by output type and metrics for leadership.

## AI Team Norms and Task Delegation: The Way Forward

The team AI usage charter and delegation matrix first informs which recurring tasks move to assistants and which stay with people. Team leaders use it to brief staff, and department heads use it to keep rules consistent across teams. After its first month in use, the verification tiers deserve a second look, since error data often shows where checks can be lighter or must be stricter.