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# AI Applications for Managers and Leaders Training Course

31 May – 4 June 2027
Amsterdam

# AI Applications for Managers and Leaders Training Course

**Ref:** 66_1670 **Date:** 31 May – 4 June 2027 **Location:** Amsterdam **Fees:** 6200 GBP

AI Applications for Managers and Leaders is a 1-week training course for department managers, team leaders and senior professionals without a technical background, in which participants draft a departmental AI adoption plan for their own function. Office copilots, chat assistants and forecasting features now arrive inside everyday software, so managers decide daily which tasks to hand to them and which to keep. The course is delivered by Jupiter Prime Training.

## Why AI Applications for Managers and Leaders Matters Now

Three pressures meet at the level of the department. Staff are already using chat assistants, often without guidance; customers expect quicker, more personal answers from service desks; and executives ask each function to show measurable productivity gains from software licences already paid for. Departments that choose use cases carefully free time for judgement-heavy work and improve service. Those that drift see inconsistent outputs, leaked information and disappointed staff. Responsible use is anchored in ISO/IEC 42001 AI management systems and the NIST AI Risk Management Framework NIST AI RMF, translated into rules a non-technical manager can apply.

## Who Gains Most from AI Applications for Managers and Leaders

- Managers who run a function such as finance, HR, procurement or marketing and own its workflows
- Leaders of customer service and contact centre teams
- Managers who set team targets, workloads and performance measures
- Senior specialists asked to recommend software and assistants to their department
- Managers responsible for information handling and confidentiality within their unit

An organisation gains most when managers from several functions attend together, because shared prompt standards and a common value scorecard prevent each department reinventing its own rules.

## AI Applications for Managers and Leaders Capabilities

Participants leave able to look at any departmental workflow and say where an assistant, a prediction or an automation would change cost, speed or quality, and where it would not.

- Assess departmental workflows for generative, predictive and automation opportunities — function heads
- Apply a scoring matrix of value, feasibility and risk to candidate use cases — budget holders
- Design prompt standards and human review points for team outputs — team leaders and quality owners
- Weigh vendor copilots, low-code tools and custom builds for a given task — IT and procurement partners
- Calculate baseline and post-change measures for time, error and service quality — finance and executive sponsors
- Communicate responsible use rules and role changes to staff — team members and HR

## Key AI Applications for Managers and Leaders Terms

- Generative AI — software that drafts text, images or summaries in response to written instructions called prompts.
- Predictive analytics — models that estimate future outcomes, such as demand or customer churn, from historical patterns.
- Robotic process automation RPA — software that repeats rule-based screen tasks, such as copying data between systems.
- Copilot — an assistant built into office or business software that suggests drafts, formulas or replies inside the workflow.
- Human-in-the-loop — a design in which a person reviews or approves an AI output before it takes effect.
- Hallucination — a confident but incorrect statement produced by a generative model.

## AI Applications for Managers and Leaders Day by Day

## Day 1: The Manager's AI Landscape

- Generative, Predictive and Automation Families — Matching Each to Departmental Tasks
- Copilots in Office and Business Software — What Licences Already Offer
- Shadow AI Use Survey — Current Staff Practices and Exposure
- Sector Cases From Banking and Hospitality — Service and Back-Office Gains
- Workforce Skills Shift — Which Roles Change First

## Day 2: Finding and Ranking Use Cases

- Workflow Mapping With SIPOC — Locating Repetitive and Judgement Steps
- Use-Case Scoring Matrix — Value, Feasibility and Risk Ranking
- Buy, Configure or Build Decision Tree — Vendor and Tool Selection
- Data Readiness Checklist for Non-Specialists — Quality and Access Questions
- Process Automation Candidates — Rules, Volumes and Exception Rates

## Day 3: AI in Decisions, Workflows and Service

- Prompt Libraries and Writing Standards — Consistent Team Outputs
- Forecasting and Churn Predictions — Staffing and Retention Decisions
- Chatbots and Agent-Assist in Customer Service — Escalation Design
- Meeting, Report and Email Summarisation — Information Flow Choices
- Human Review Points and Approval Rules — Accountability for AI Outputs

## Day 4: Measuring Value and Using AI Responsibly

- Baseline and Benefit Measures — Time Saved, Errors and Service Scores
- Total Cost of Ownership for AI Tools — Licences, Training and Oversight
- ISO/IEC 42001 and NIST AI RMF in Plain Terms — Departmental Controls
- Confidential Information and Hallucination Risks — Acceptable Use Rules
- Bias and Fairness in People Decisions — Recruitment and Appraisal Cautions

## Day 5: Practising the Departmental AI Adoption Plan

- Prioritised Use-Case Shortlist — Applying the Scoring Matrix to Own Function
- Role and Skills Impact Map — Reskilling and Communication Choices
- Value Scorecard Design — Measures, Owners and Review Rhythm
- Staff Briefing on Responsible Use — Rules, Examples and Escalation
- Departmental AI Adoption Plan — Use Cases, Measures, Controls and Sequence

## Applying AI Applications for Managers and Leaders After the Course

- Map one high-volume departmental workflow with SIPOC, score three candidate use cases and present the top one with its baseline measures.
- Publish a team prompt library with writing standards and human review points for the two most common document types the department produces.

## AI Applications for Managers and Leaders Questions FAQ

### What are AI applications for managers and leaders, and why do they matter now?

They are the generative, predictive and automation tools a non-technical manager can apply to departmental decisions, workflows and service. They matter now because these tools already sit inside everyday software and staff use them with or without guidance.

### Which roles gain most from AI applications for managers and leaders?

Function heads, customer service leaders, team leaders and senior specialists gain most. You learn to rank use cases, set review rules and measure results without needing to code or build models yourself.

## How do AI applications for managers and leaders differ from an AI strategy course for executives?

They work at department level rather than enterprise level. Instead of investment portfolios and operating models, you map your own workflows, choose tools, write prompt standards and measure gains your team can see within weeks.

## What do you bring back from AI applications for managers and leaders?

You bring back an adoption plan for your department. It lists prioritised use cases, baseline and benefit measures, review rules and staff communication, in the order you will introduce them.

## AI Applications for Managers and Leaders: The Way Forward

The departmental AI adoption plan first informs which workflow receives an assistant or automation and what baseline it is measured against. Managers, team leaders and their IT partners use it to agree tools, review points and owners. After the first use case runs for a month, revisit the value scorecard and staff feedback, because they show whether to scale, adjust or stop.