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COURSE BROCHURE

# Foundations of Agentic AI for Business Training Course

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Manama

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Registered in the United Kingdom and Saudi Arabia

# Foundations of Agentic AI for Business Training Course

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Foundations of Agentic AI for Business is a 1-week training course for business professionals, team leaders and managers new to AI agents, and each participant leaves with a Team Agent Readiness Brief for their own unit. Agents that pursue goals and act inside everyday business tools are arriving in teams, so every manager needs a working grasp of their limits. The course is delivered by Jupiter Prime Training.

## Why Foundations of Agentic AI Matter Now

Two forces make this foundation urgent. Vendors are adding agent features to email, CRM, finance and helpdesk software, so agents arrive in teams whether or not anyone planned for them. Meanwhile employees ask whether agents will change their jobs. Teams that grasp the basics spot sensible first uses and set simple oversight; teams that do not either ignore useful features or trust agents too far. The course introduces the NIST AI Risk Management Framework AI RMF and ISO/IEC 42001 in plain terms as reference points for responsible agent use.

## Who Gains Most from Foundations of Agentic AI

- Professionals whose daily software now offers agent features they have not yet used
- Team leaders who must decide which routine tasks an agent may take on
- Managers who answer staff questions about how agents affect their roles
- Customer-facing staff who will hand cases to or receive cases from agents
- Coordinators who gather ideas for improvement and pass them to digital teams

A department beginning its first experiments gains most when several team leaders attend together and leave with a shared vocabulary for agents.

## Foundations of Agentic AI Capabilities

Participants practise telling agents apart from other AI tools and judging where a simple agent could help their own team.

- Assess whether a task suits a chatbot, a rule-based automation or an AI agent — team leaders
- Communicate in plain words how an agent perceives, plans, acts and checks results — colleagues and customers
- Apply a simple value and risk filter to candidate agent uses — line managers
- Specify when a person must review or approve an agent's action — process owners
- Design a short readiness checklist covering data, skills and workflows — department heads
- Test agent features in common business software with safe sample tasks — the wider team

## Key Foundations of Agentic AI Terms

- AI agent — software that pursues a goal by deciding steps, using applications and acting with limited supervision.
- Chatbot — a conversational tool that answers questions but does not usually take actions in other systems.
- Rule-based automation — software that follows fixed if-then steps without reasoning about new situations.
- Perceive-plan-act loop — the basic cycle in which an agent reads its situation, chooses a next step and carries it out.
- Human oversight — the people, checks and approvals that keep an agent's actions within agreed limits.
- Hallucination — a confident but incorrect output from an AI model, which an agent might act upon.

## Foundations of Agentic AI Day by Day

### Day 1: What AI Agents Are

- From Rules to Chatbots to Agents — A Short Lineage
- Perceive-Plan-Act Loop — How an Agent Moves Through a Task
- Agent Features in Everyday Software — Spotting Them in Use
- Myths and Misconceptions About Agents — Setting Realistic Expectations
- Personal Agent Glossary — Shared Words for the Team

### Day 2: Inside an Agent

- Language Model as the Reasoning Core — Strengths and Blind Spots
- Tools and Connected Applications — What an Agent Can Touch
- Memory and Context Windows — What an Agent Remembers
- Instructions and Goals — Why Clear Briefs Matter
- Live Demonstration Walkthrough — Following One Agent Task Step by Step

### Day 3: Where Agents Help a Business

- Retail Customer Service and Hospital Scheduling Examples — Two Sector Views
- Task Suitability Filter — Repetitive, Rule-Light and Low-Risk Work
- Simple Value Estimate — Time Saved and Quality Gained
- Team Idea Board — Collecting Candidate Agent Uses
- When Not to Use an Agent — Judgement, Empathy and High Stakes

### Day 4: Risks, Oversight and People

- Common Agent Failure Modes — Wrong Actions, Loops and Hallucinations
- Human Review Points — Where a Person Must Approve
- Privacy and Data Sharing Basics — What Agents Should Not See
- NIST AI RMF in Plain Terms — Questions Every Team Can Ask
- Staff Concerns and Role Changes — Honest Conversations About Agents

## Day 5: Practising the Team Agent Readiness Brief

- Team Task Mapping — Applying the Suitability Filter to Real Work
- Risk and Oversight Check — Applying Review Points to Chosen Uses
- Safe Trial Design — Sample Tasks in Existing Software
- Peer Feedback Round — Sharpening Each Team's Priorities
- Team Agent Readiness Brief — Final Version for the Manager

## Applying Foundations of Agentic AI After the Course

- Run a team session to map weekly tasks against the suitability filter and pick two candidate uses.
- Try one agent feature in existing software on sample tasks and record where human review was needed.

## Foundations of Agentic AI Questions FAQ

### What are the foundations of agentic AI for business and why do they matter now?

The foundations of agentic AI for business are the core ideas behind AI agents: what they are, how they work and where they help. They matter now because agent features are arriving inside everyday business software.

### Which roles gain most from foundations of agentic AI training?

Business professionals, team leaders and managers who are new to AI agents gain most. Customer-facing staff and coordinators also benefit when a department sends several people together.

### How does foundations of agentic AI training differ from an advanced AI strategy course?

It builds basic understanding and team readiness rather than enterprise strategy. An advanced AI strategy course covers portfolios, investment cases and operating models; this foundations of agentic AI course prepares teams to recognise, try and oversee agents safely.

### What do you bring back from foundations of agentic AI training?

You bring back a readiness brief for your team. It lists candidate agent uses, a suitability and risk check, human review points and a safe first trial.

## Foundations of Agentic AI: The Way Forward

The Team Agent Readiness Brief first informs which routine task the team tries with an agent feature. Team leaders, managers and staff use it as a shared starting point for questions, trials and oversight. After the first trial, the suitability filter and review points deserve another look, since real results show which tasks agents handle reliably.