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COURSE BROCHURE

Advanced Hybrid Human-AI Collaboration Training Course

22 March – 2 April 2027
Milan

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Advanced Hybrid Human-AI Collaboration Training Course

Ref: 16_422 **Date:** 22 March – 2 April 2027 **Location:** Milan **Fees:** 12400 GBP

Hybrid Human-AI Collaboration is a 2-week advanced training course for managers, team leaders, HR and transformation specialists who redesign work around AI, and who leave with a hybrid human-AI operating design for one team or function. Copilots and AI agents now draft, decide and act alongside staff, so organisations must decide which tasks stay human, which are shared and who answers for the result. Jupiter Prime Training runs this course on hybrid human-AI collaboration for leaders shaping that new division of work.

Why Hybrid Human-AI Collaboration Matters Now

Three forces shape hybrid human-AI collaboration today: copilots and autonomous agents entering everyday workflows, employees whose roles and skills shift faster than job descriptions, and customers who expect both speed and a person to answer when it matters. Organisations that design this well raise output and job quality while keeping judgement where it belongs; those that design it badly see over-reliance on flawed outputs, quiet deskilling and staff who resist tools they never helped shape. Examples come from contact centre operations and clinical documentation in healthcare. The course rests on ISO/IEC 42001 for AI management systems and the NIST AI Risk Management Framework AI RMF, especially their human oversight provisions.

Who Gains Most from Hybrid Human-AI Collaboration

- Operations and service managers who redesign workflows where copilots and agents handle part of the work
- Team leaders responsible for allocating tasks, reviewing AI outputs and coaching staff on new tools
- HR business partners who rewrite roles, competency frameworks and reskilling routes
- Transformation and change leads who plan adoption, communication and resistance handling
- Quality and risk managers who define human checkpoints and accountability for AI-assisted decisions

The greatest gain comes when an operational manager, an HR partner and a change lead responsible for the same function attend together and redesign it as one group.

Hybrid Human-AI Collaboration Capabilities

Participants learn to decide, task by task, where machines lead, where people lead and how the hand-offs between them are designed, measured and owned.

- Assess tasks for automation, augmentation or human retention using a task allocation matrix — function heads
- Design human-in-the-loop checkpoints and escalation rules for copilots and AI agents — operational risk owners
- Calibrate trust by testing for over-reliance and automation bias in AI-assisted decisions — team leaders
- Specify redesigned roles, skills profiles and reskilling pathways — HR and talent leaders
- Build adoption and communication plans that address staff concerns and accountability — transformation sponsors
- Communicate a hybrid human-AI operating design with roles, controls and measures — the executive committee

Key Hybrid Human-AI Collaboration Terms

- Human-in-the-Loop — a design in which a person reviews or approves an AI output before it takes effect.
- Augmentation — using AI to extend a person's capability on a task rather than replacing the person.
- Automation Bias — the tendency to accept machine suggestions without enough scrutiny, even when other evidence contradicts them.
- AI Copilot — an assistant embedded in work tools that drafts, summarises or suggests while the user stays in control.
- AI Agent — software that plans and carries out multi-step tasks, calling tools or systems with limited human prompting.
- Task Allocation Matrix — a grid that assigns each task to human, AI or shared handling based on risk, value and judgement needs.

Hybrid Human-AI Collaboration Day by Day

Day 1: Work in the Age of Copilots and Agents

- Task-Level Exposure Mapping — Which Activities AI Changes First
- Copilot and Agent Capability Spectrum — Assist, Recommend, Act Autonomously
- Workforce Sentiment Diagnostics — Fear, Curiosity and Readiness Signals
- Productivity and Job Quality Indicators — Baselines Before Redesign
- Hybrid Work Maturity Scan — Current State of Human-AI Practice

Day 2: Task Allocation Between People and AI

- Task Decomposition Methods — Breaking Roles Into Assignable Units
- Automate, Augment or Retain Matrix — Allocation by Risk and Value
- Comparative Advantage Analysis — Human Judgement Versus Machine Speed
- Hand-Off Design Between Human and AI Steps — Error and Delay Points
- Capacity Release Planning — Redeploying Freed Time to Higher-Value Work

Day 3: Human-in-the-Loop Design

- In-the-Loop, On-the-Loop and Out-of-the-Loop Patterns — Oversight Choices
- Review Thresholds and Sampling Rules — When People Must Check Outputs
- Escalation and Override Paths — Authority to Stop or Correct AI
- Interface Design for Reviewers — Showing Confidence and Sources
- ISO/IEC 42001 and NIST AI RMF Oversight Provisions — Control Mapping

Day 4: Augmented Decision-Making

- Decision Rights Mapping — Who Decides With and Without AI Input
- Recommendation Framing Effects — How Presentation Shapes Human Choices
- Explanation Formats for Decision Makers — Rationale, Evidence and Uncertainty
- Group Decision Protocols With AI Inputs — Avoiding Anchoring
- Decision Quality Logs — Tracking Outcomes of Assisted Choices

Day 5: Trust, Over-Reliance and Calibration

- Automation Bias and Complacency Tests — Detecting Blind Acceptance
- Algorithm Aversion Patterns — When Staff Ignore Useful Outputs
- Trust Calibration Techniques — Matching Reliance to Proven Accuracy
- Deskilling Risk Assessment — Preserving Core Expertise Over Time
- Psychological Safety for Challenging AI Outputs — Team Norms

Day 6: Working With AI Copilots and Agents

- Copilot Use Patterns in Drafting, Analysis and Service — Productivity Gains
- Agent Scoping and Permission Boundaries — Limits on Autonomous Action
- Prompt Libraries and Team Playbooks — Consistent Use Across Staff
- Output Verification Routines — Fact, Tone and Policy Checks
- Agent Activity Logs and Audit Trails — Traceability of Actions

Day 7: Job and Workflow Redesign

- Role Redesign Canvas — Tasks Removed, Changed and Added
- Workflow Re-Engineering With AI Steps — Swimlane Mapping
- New Hybrid Roles — AI Trainers, Reviewers and Workflow Owners
- Performance Measures for Hybrid Teams — Output, Quality and Wellbeing
- Span of Control in Hybrid Teams — Supervisor Load Decisions

Day 8: Skills, Reskilling and Change Adoption

- Future Skills Profiling — AI Literacy, Judgement and Domain Depth
- Reskilling and Upskilling Pathways — Learning Routes by Role Family
- Stakeholder and Resistance Mapping — Targeted Engagement Plans
- Adoption Metrics and Feedback Loops — Usage, Satisfaction and Value
- Communication Plans for AI-Driven Change — Messages by Audience

Day 9: Ethics and Accountability in Human-AI Teams

- Accountability Allocation for AI-Assisted Outcomes — RACI for Hybrid Work
- Fairness in Task and Workload Distribution — Monitoring Effects on Staff
- Employee Monitoring Boundaries — Privacy and Dignity Safeguards
- Transparency to Customers on AI Involvement — Disclosure Practices
- Ethical Escalation Channels — Raising Concerns About AI Behaviour

Day 10: Practising the Hybrid Human-AI Operating Design

- Target Task Allocation for One Function — Applying the Allocation Matrix
- Oversight Checkpoints and Escalation Rules — Applying Human-in-the-Loop Patterns
- Role, Skills and Reskilling Plan — Applying the Redesign Canvas
- Adoption Roadmap and Success Measures — Sequencing the Rollout
- Hybrid Human-AI Operating Design — Presentation to the Executive Committee

Applying Hybrid Human-AI Collaboration After the Course

- Run a task decomposition and automate-augment-retain exercise for one team and agree the resulting allocation with its manager and staff
- Introduce review thresholds and an automation bias check for one copilot-assisted process and track decision quality for a month

Hybrid Human-AI Collaboration Questions FAQ

What is hybrid human-AI collaboration and why does it matter now?

Hybrid human-AI collaboration is the deliberate design of work so people and AI systems each handle the tasks they do best, with clear hand-offs and oversight. It matters now because copilots and agents are entering workflows faster than roles are redesigned.

Which roles gain most from hybrid human-AI collaboration training?

Operations managers, team leaders, HR partners, change leads and quality managers gain most. They allocate tasks, rewrite roles, review AI outputs and lead adoption, so they need shared methods for designing work across people and machines.

How does advanced hybrid human-AI collaboration training differ from a general AI for business course?

It works at the level of tasks, roles and team routines rather than AI strategy or use-case selection. You design allocation, oversight, trust calibration and reskilling, at a depth suited to leaders who already manage teams adopting AI tools.

What do you bring back from hybrid human-AI collaboration training?

You bring back a hybrid human-AI operating design for one team or function. It sets task allocation, oversight checkpoints, redesigned roles, reskilling routes, an adoption roadmap and measures your executive committee can review.

Hybrid Human-AI Collaboration: The Way Forward

The hybrid human-AI operating design first informs which tasks in the chosen function move to AI assistance and which stay with people. Function heads, HR partners and change leads use it to sequence role changes and training. After the first quarter of use, revisit the trust and decision quality data, since real reliance patterns often differ from the planned allocation.