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COURSE BROCHURE

Digital and AI Awareness for Team Leaders Training Course

14 – 18 March 2027
Muscat

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Registered in the United Kingdom and Saudi Arabia

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Digital and AI Awareness for Team Leaders is a 1-week training course for supervisors and first-line team leaders who guide staff through new software, dashboards and AI assistants, and who leave with a team digital readiness snapshot. Everyday work now runs through cloud platforms, shared data and generative AI assistants, and the supervisor is often the person staff ask first. Jupiter Prime Training offers this grounding in Digital and AI Awareness for Team Leaders.

Why Digital and AI Awareness for Team Leaders Matters Now

Three pressures meet at supervisor level: staff already experiment with AI assistants whether or not a policy exists, customers expect faster digital service, and senior leaders want evidence that new platforms change how shifts and queues actually run. A supervisor who can separate genuine automation candidates from hype protects team morale and avoids wasted licences; one who cannot leaves gaps in data handling and quality. The course draws on ISO/IEC 42001, the international standard for an AI management system, and the NIST AI Risk Management Framework NIST AI RMF to frame responsible use in plain operational terms.

Who Gains Most from Digital and AI Awareness for Team Leaders

- Shift supervisors who allocate tasks and approve the tools their crews use each day
- Customer service team leaders who handle ticket queues, chat channels and service dashboards
- Administrative and back-office coordinators who own forms, spreadsheets and approval routes
- Operations and field supervisors who receive sensor alerts, mobile checklists and digital work orders
- Newly promoted team leaders who must explain digital changes to colleagues they recently worked beside

A group of supervisors from the same department gains most, because they can agree one shared view of which team routines are ready for digital support and which are not.

Digital and AI Awareness for Team Leaders Capabilities

Participants learn to read their own team as a set of routines, information flows and judgement calls, then decide where digital and AI support fits.

- Map a team routine step by step and mark where automation or AI assistance could help — task allocation decisions
- Assess the data quality behind a team dashboard before acting on it — shift and service priorities
- Apply a simple test for when an AI assistant output needs human checking — customers and quality leads
- Communicate the purpose and limits of a new digital tool to a sceptical crew — team acceptance
- Build a skills gap view of digital confidence across the team — training requests to managers
- Specify acceptable-use rules for AI assistants in the team — information security and privacy owners

Key Digital and AI Awareness for Team Leaders Terms

- Digital Literacy — the confidence to find, evaluate, create and share information using digital platforms safely and effectively at work.
- Generative AI Assistant — software that produces text, summaries or images from a written prompt, based on patterns learned from large datasets.
- Hallucination — a confident but false statement produced by a generative AI assistant, requiring human checking before use.
- Robotic Process Automation — software bots that repeat rule-based clicks and data entry across existing systems without changing them.
- Human-in-the-Loop — a design where a person reviews or approves AI output before it affects a customer, colleague or record.
- Data Minimisation — sharing only the personal or sensitive information a task truly needs, especially when using external AI services.

Digital and AI Awareness for Team Leaders Day by Day

Day 1: The Digital Shift at Team Level

- Team Routine Inventory — Seeing Which Tasks Absorb Most Effort
- Cloud Platforms and Shared Workspaces — Choosing Where Team Information Lives
- Dashboards and Key Indicators — Reading Signals Before Reacting
- Data Quality Spot Checks — Trusting or Questioning Team Reports
- Digital Confidence Survey — Gauging Starting Points Across the Crew

Day 2: What AI Can and Cannot Do

- Rules, Prediction and Generation — Three Families of AI Capability
- Generative AI Assistants for Drafting — Emails, Notes and Summaries
- Prompt Writing Basics — Getting Useful Output on First Attempt
- Hallucination and Error Patterns — Setting Human Checking Thresholds
- Automation Candidate Scoring — Volume, Rules and Exception Rates

Day 3: Finding Opportunities in Team Workflows

- Swimlane Workflow Mapping — Locating Hand-Offs and Waiting Time
- Robotic Process Automation Fit Test — Repetitive Data Entry Tasks
- Service Desk and Contact Centre Cases — Routing and Suggested Replies
- Field Operations Cases — Mobile Checklists and Predictive Alerts
- Effort Versus Benefit Grid — Ranking Team Improvement Ideas

Day 4: Leading People Through Digital Change

- Change Curve Conversations — Responding to Worry About Job Security
- Skills Gap Matrix — Planning Peer Coaching and Short Learning Bursts
- Acceptable-Use Rules for AI Assistants — Privacy and Data Minimisation
- Responsible Use Checks Drawn from NIST AI RMF — Fairness and Transparency
- Team Briefing Scripts — Explaining Purpose, Limits and Feedback Routes

Day 5: Practising the Team Digital Readiness Snapshot

- Routine Map Refinement — Applying Day 3 Swimlane Findings
- Opportunity Shortlist — Reusing Day 2 Candidate Scoring
- People Readiness Section — Drawing on the Day 4 Skills Gap Matrix
- Oversight Points Linked to ISO/IEC 42001 Principles — Human Checking Duties
- Team Digital Readiness Snapshot — Presenting Priorities to the Line Manager

Applying Digital and AI Awareness for Team Leaders After the Course

- Run a swimlane mapping session with the team on one routine and agree two candidates for digital support.
- Brief the team on acceptable-use rules for AI assistants and collect questions through an agreed feedback route.

Digital and AI Awareness for Team Leaders Questions FAQ

What is Digital and AI Awareness for Team Leaders and why does it matter now?

It is the practical grounding a supervisor needs to judge digital platforms and AI assistants in daily team work. It matters now because staff already use these tools, and supervisors carry responsibility for quality, privacy and morale when they do.

Which roles gain most from Digital and AI Awareness for Team Leaders?

Shift supervisors, service team leaders, back-office coordinators, field supervisors and newly promoted team leaders gain most. Each guides staff through new tools without being a technology specialist and needs plain criteria for when to trust, check or reject digital output.

How does Digital and AI Awareness for Team Leaders differ from a digital transformation course for senior leaders?

It works at the level of a single team and its routines rather than the whole organisation. Senior transformation courses address operating models, portfolios and funding; this one addresses shift routines, crew conversations and checks on AI assistant output.

What do you bring back from Digital and AI Awareness for Team Leaders?

You bring back a concise readiness picture of your own team. It shows mapped routines, a ranked shortlist of digital and AI opportunities, a skills gap view and the human checking points you will hold, ready to discuss with your line manager.

Digital and AI Awareness for Team Leaders: The Way Forward

The team digital readiness snapshot gives the line manager a grounded basis for the first decision: which one routine to support digitally next. Supervisors use it to brief staff and request targeted coaching. After the first change settles, revisit the skills gap view, because confidence usually rises unevenly and the next priority often follows the people rather than the technology.