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Human-AI Teams Job Design and Performance Measurement Course for HR Partners

21 – 25 March 2027
Amman

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Ref: 1430_53308 **Date:** 21 – 25 March 2027 **Location:** Amman **Fees:** 4200 GBP

Human-AI Teams Job Design and Performance Measurement is a 1-week training course for team leaders and HR business partners who reshape roles as AI agents take on work, and it produces a Human-AI Role Blueprint for one team. Agents now draft, sort and answer queries inside daily workflows, yet job descriptions and scorecards still assume a fully human team. Jupiter Prime Training runs this course on Human-AI Teams Job Design and Performance Measurement.

Why Human-AI Teams Job Design and Performance Measurement Matters Now

Three groups feel the shift first. Employees see tasks disappear from their roles without any agreed view of what replaces them. Line leaders must decide who checks agent output and who answers for its errors. HR functions face grading, reward and appraisal schemes built for tasks that no longer exist. Organisations that redraw roles deliberately keep skilled people engaged and capture real productivity; those that bolt agents onto old jobs create hidden rework, unclear accountability and quiet attrition. The course draws on the NIST AI Risk Management Framework AI RMF and ISO/IEC 42001 for human oversight and role responsibilities.

Who Gains Most from Human-AI Teams Job Design and Performance Measurement

- HR business partners who advise on role changes, grading and reward when automation arrives
- Team leaders who allocate daily tasks between staff and AI agents
- Learning partners who map skills and plan reskilling for affected roles
- Operations leads who own hand-offs and quality checks in agent-supported workflows
- Workforce analysts who build team scorecards and productivity measures

An HR function gains most when its business partners attend alongside the line leaders they support.

Human-AI Teams Job Design and Performance Measurement Capabilities

Participants leave able to split a workflow between staff and agents and judge whether the new arrangement performs.

- Assess each task in a workflow for agent suitability, risk and required judgement — role redesign decisions
- Design hand-off points and oversight checks between staff and agents — line leaders and quality owners
- Specify revised job descriptions, decision rights and grading impacts — HR and reward committees
- Build a skills map showing gaps created or closed by agent use — learning and reskilling budgets
- Calibrate trust in agent output with sampling and escalation rules — risk and compliance owners
- Test team scorecards that credit human contribution beside agent throughput — appraisal panels

Key Human-AI Teams Job Design and Performance Measurement Terms

- Task decomposition — breaking a role into discrete tasks so each can be judged for automation, augmentation or human retention.
- Hand-off point — the moment work passes between a person and an agent, with a defined owner and acceptance check.
- Trust calibration — matching the degree of reliance on agent output to its observed accuracy and the cost of error.
- Human oversight — a designated person's authority and duty to review, correct or stop an AI agent's actions.
- Skills adjacency — the closeness between a current skill and a new one, used to plan realistic reskilling paths.
- Blended scorecard — a set of team measures that separates human judgement, agent throughput and joint quality.

Human-AI Teams Job Design and Performance Measurement Day by Day

Day 1: How Agents Change the Shape of Work

- Agent Capability Profiles — Which Tasks Agents Handle Reliably
- Task Decomposition Method — Splitting Roles Into Assessable Units
- Automate, Augment or Retain Matrix — Allocating Each Task
- NIST AI RMF Human Oversight Roles — Who Answers for Agent Output
- Employee Voice Sessions — Surfacing Concerns Before Role Changes

Day 2: Redesigning Roles and Hand-Offs

- Hand-Off Mapping — Owners, Triggers and Acceptance Checks
- Revised Job Descriptions — New Duties, Decision Rights and Limits
- Grading and Reward Impact Review — Keeping Pay Structures Fair
- Span of Control Adjustments — Leading People and Agents Together
- Banking Operations Case — Redesigning a Loan Processing Team

Day 3: Skills, Trust and Oversight

- Skills Mapping Grid — Gaps Created or Closed by Agents
- Skills Adjacency Pathways — Realistic Reskilling for Affected Staff
- Trust Calibration Rules — Sampling Rates and Escalation Thresholds
- ISO/IEC 42001 Role Responsibilities — Documenting Oversight Duties
- Customer Service Case — Agents Answering Routine Queries

Day 4: Measuring Blended Team Performance

- Blended Scorecard Design — Human, Agent and Joint Measures
- Rework and Error Tracking — Hidden Costs of Agent Output
- Appraisal Criteria Update — Crediting Judgement and Oversight Work
- Workload and Wellbeing Indicators — Spotting Overload After Redesign
- Benefit Tracking Dashboard — Reporting Gains to Senior Leaders

Day 5: Practising the Human-AI Role Blueprint

- Workflow Redesign Sprint — Applying Task Decomposition to a Live Team
- Hand-Off and Oversight Drafting — Applying Trust Calibration Rules
- Role and Skills Package — Applying Job Descriptions and Skills Maps
- Scorecard Rehearsal — Testing Measures With Peer Challenge
- Human-AI Role Blueprint — Completing Roles, Hand-Offs and Measures

Applying Human-AI Teams Job Design and Performance Measurement After the Course

- Run a task decomposition on one workflow where agents are already in use.
- Pilot a blended scorecard for one quarter and compare rework and appraisal outcomes with the previous measures.

Human-AI Teams Job Design and Performance Measurement Questions FAQ

What is Human-AI Teams Job Design and Performance Measurement and why does it matter now?

It is the redesign of roles, hand-offs and measures when people and AI agents share work. It matters now because agents already change daily tasks while job descriptions and scorecards lag behind.

Which roles gain most from Human-AI Teams Job Design and Performance Measurement?

HR business partners, team leaders, learning partners, operations leads and workforce analysts gain most.

How does Human-AI Teams Job Design and Performance Measurement differ from a course on leading hybrid teams?

It focuses on the structure of work rather than leadership style. A leadership course covers motivation and team culture; this course redraws tasks, job descriptions, grading and scorecards.

What do you bring back from Human-AI Teams Job Design and Performance Measurement?

You bring back a Human-AI Role Blueprint for one team.

Human-AI Teams Job Design and Performance Measurement: The Way Forward

The Human-AI Role Blueprint gives HR partners and team leaders a shared record of who does what, who checks what and how success is judged. Its first use is one team where agents already operate. Revisit the trust calibration rules after the first quarter, when error and rework data show whether oversight is too light or too heavy.