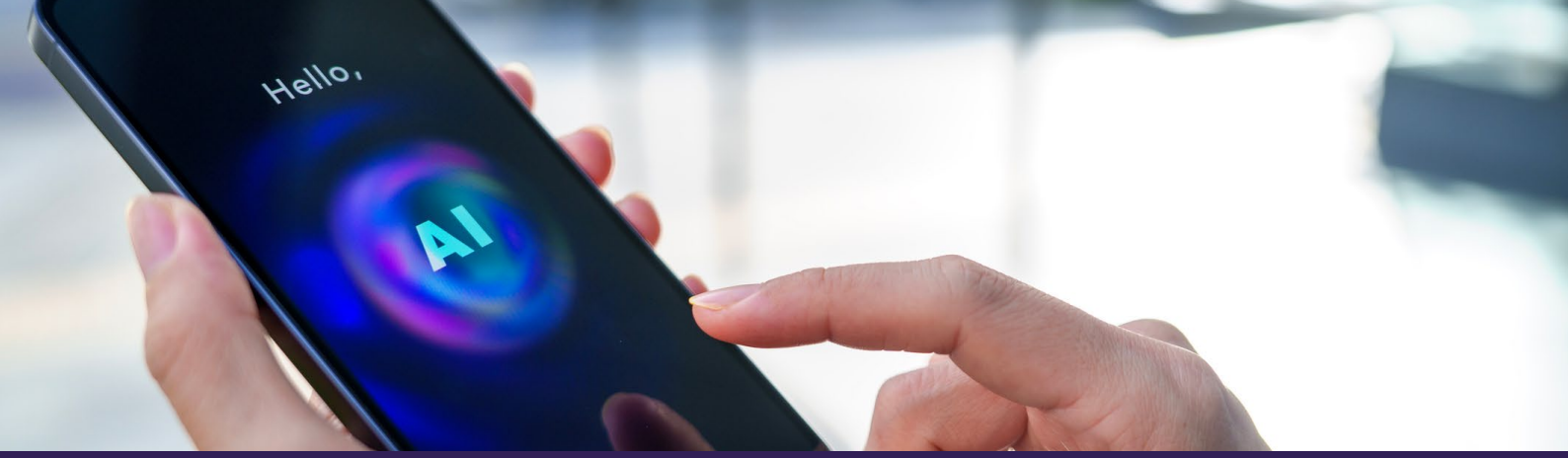
pm-partners

COURSE 1

AI for business productivity

Build the judgement, skills and workflows to make AI your daily professional partner

Copilot ChatGPT Claude Gemini perplexity



AI CAPABILITY PROGRAM FOR PROFESSIONALS

The complete AI Capability Program for Australian professionals

Four courses. One program. The most complete AI training suite in Australia.

COURSE 1	COURSE 2	COURSE 3	COURSE 4
AI for business productivity	**Developing Human-led AI agents**	**Designing human-led multi-agent workflows**	**Leading human-agent teams**
Build the judgment and workflows to make AI a daily partner ◦ 5 take-home artefacts ◦ Workflow design and context engineering ◦ Governance built in from minute one ◦ One working AI agent configured YOU ARE HERE	◦ Identify a valuable workplace opportunity for a practical single AI agent. ◦ Build a human-led agent with clear context, reusable instructions, permissions and evaluation checks. ◦ Leave with a developed and tested Single-Agent and a responsible pathway for workplace use.	◦ Determine when multiple agents are appropriate and select a workflow pattern. ◦ Design agent roles, handoffs, orchestration, evaluation and human approval points. ◦ Leave with a Multi-Agent Workflow Brief and an understanding of when organisational governance support is required.	Design & lead teams where humans and AI agents team up ◦ 6 take-home artefacts ◦ 90-day team implementation roadmap ◦ Decision rights and workforce transition ◦ Value demonstration framework

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THE VALUE OF ALL FOUR, TOGETHER

Each course stands alone and delivers immediate, tangible value. The four courses are designed as a progressive arc, each building the foundation for the next. Participants move from individual AI skill **(Course 1: AI for business productivity)** to building the tools that handle execution **(Course 2: Developing human-led AI agents and Course 3: Designing human-led multi-agent workflows)** to leading the team that directs both **(Course 4: Leading human–agent teams).**

The sixteen artefacts produced across the four courses form a complete AI adoption toolkit: personal governance frameworks, workflow canvases, configured agents, governance cards, decision rights frameworks, and a 90-day team implementation roadmap. **No other program in Australia delivers this breadth of concrete, immediately deployable outputs.**

For government agencies

The APS AI Plan 2025 commits every public servant to AI training and tool access. The DTA mandatory training deadline has passed. GovAI agents are rolling out. But the practical, tool-specific, leadership-level training that turns that policy into capability, at the individual, agent, and team level, does not exist anywhere else in the market. **This program is that training.**

For private sector organisations

AI tools are being deployed but underused. Competitors are deploying agents. The leadership layer is unprepared for human-agent teams. Three separate problems, three separate investments in solving them. This program addresses all three in a single suite that can be delivered individually or as a complete program. **Individual. Agent. Team. All three, solved.**

No other training provider in Australia offers all three layers of AI capability in a single, coherent program. Individual skills. Agent capability. Team leadership. All human-led. All governance-aligned. All built for Australia.

Face-to-Face & virtual | Digital badge | No exam | 1-day course

Build the judgment, skills and workflows to make AI your daily professional partner

AI for business productivity is a highly practical, hands-on learning experience designed to help professionals across all roles embed AI into real, high-value work.

Participants work directly with AI throughout the day to produce tangible outputs from their own professional context. Every exercise uses real work scenarios. Every prompt is tested. Every artefact is built to be used, not filed away.

By the end of the course, every participant has built five take-home artefacts from their own work, not generic templates, and has a 30-day and 60-day practice plan that converts the day into sustained behaviour change.

Objectives

This course will enable participants to:

- Apply the Human-Led, AI-Powered philosophy as a practical decision framework for every AI interaction
- Use AI confidently and responsibly within organisational governance guardrails
- Communicate with AI using structured prompt frameworks, progressing from single prompts to full context architecture
- Design a documented Human-AI Collaboration Canvas for a workflow in their own role
- Use AI as a thought partner to pressure-test their work and strengthen professional outputs
- Configure a functional declarative agent tailored to a real use case
- Build a personal Prompt Library of tested, role-specific prompts they can use immediately
- Commit to a 30-day and 60-day AI practice plan grounded in their professional context

Key topics

- The Human and AI Landscape: why AI adoption is a human challenge, not a technology problem
- AI Literacy: how AI works, where it fails, and why human judgment is irreplaceable
- The Human-Led, AI-Powered Philosophy: the course governing decision framework
- Responsible and ethical AI use: Australian governance context (APS AI Plan, DTA Policy v2.0, Privacy Act 1988)
- Communicating with AI: the Three-Circle Model and Five-Layer Structured Brief
- Context engineering, organisational knowledge, RAG principles, and Circle 3 prompting
- Designing Human-Centred AI Collaboration Workflows: the Human-AI Collaboration Canvas
- AI as a Thought Partner: stress-testing decisions, challenging assumptions, and improving outputs
- Configuring your first Agent: building a declarative AI agent
- The AI Practice Plan: 30-day and 60-day personal commitment & team adoption plan

Practical scenarios covered

Throughout the day, participants apply AI to real professional challenges drawn from their own work context. Scenarios are adapted by the facilitator to the professional setting of the cohort and include:

1. Mapping AI opportunities and risks in their current role using the Augment –Automate–Avoid framework
2. Drafting a high-stakes professional communication using the Five-Layer Structured Brief
3. Running a multi-turn AI conversation using the Four Conversational Moves to refine a complex output
4. Designing a Human-AI Collaboration Canvas for a workflow they own, complete with human anchor points and a stress-tested first move
5. Using AI as a thought partner to challenge a decision or proposal, with structured push-back and interrogation prompts
6. Configuring a declarative agent for a recurring task in their role, using the Five-Layer instruction framework

Each activity focuses on producing a tangible, personalised output that participants can use the next working day.

The five take-home artefacts

Built during the day. Used beyond it. Every participant leaves with five completed artefacts built during the day from their own professional context:

1. **Prompt Library:** a cumulative, personalised collection of tested prompts built across all seven modules
2. **Human-AI Collaboration Canvas:** a documented, peer-reviewed workflow design for a task the participant owns
3. **Human-in-the-Loop Decision Framework:** a personal governance lens for every AI interaction
4. **Configured Declarative Agent:** a functional AI agent ready to deploy in their organisation
5. **AI Practice Plan**: a 30-day and 60-day personal and team commitment plan for sustained AI adoption

Who is this course for?

This course is designed for any professional who holds an AI licence and wants to move beyond occasional, experimental use to confident, structured, daily practice. Typical participants include:

GOVERNMENT AND PUBLIC SECTOR

- APS officers and managers (EL1, EL2 & SES)
- Policy advisors and analysts
- Program and project managers
- Communications and engagement professionals
- Corporate services and operations staff

PRIVATE SECTOR AND PROFESSIONAL SERVICES

- Managers and team leaders at all levels
- Finance, HR and operations professionals
- Marketing, communications & sales teams
- Legal, compliance and risk professionals
- Knowledge workers and strategic advisors

BYOD REQUIREMENTS

This is an immersive, hands-on course. Participants **must bring their work device with access to an approved AI platform used within their organisation.**

To gain maximum value from the course, participants should have access to organisational data, emails, files, meetings, collaboration tools and other relevant business systems, in accordance with their organisation's security and governance policies.

Participants who are unsure about their AI access, licences or permissions should check with their IT team before attending.

PARTICIPANTS SHOULD:

- Hold an active licence or subscription for an approved AI platform used within their organisation.
- Be a practising professional with at least basic familiarity with common workplace productivity tools and collaboration platforms.
- No prior AI experience or knowledge is required. The course begins with fundamentals and builds progressively to more advanced applications.

Course delivery

This course is delivered live by a certified facilitator using a highly practical, structured format. The day follows a 30/70 facilitation-to-activity ratio. Participants spend the majority of the day doing, not watching.

Participants will:

- Work directly with AI on exercises drawn from their own professional context
- Build artefacts progressively across the day using the course purpose-built companion app
- Refine outputs iteratively using structured prompt frameworks
- Participate in facilitated group debriefs and peer review activities
- Leave with a personal Prompt Library and AI Practice Plan ready for immediate use

Course delivery options: Face-to-face at your organisation's premises

- Virtually via live online facilitation
- Customised for specific teams, divisions or professional cohorts

Learn more about our virtual training here.

Australian governance alignment

Responsible and ethical AI use is not a module in this course. It is a thread woven through every module, from the first exercise to the final practice plan. The course is purpose-built for the Australian governance context and directly addresses:

- The APS AI Plan 2025 and the DTA Policy for Responsible Use of AI in Government v2.0
- The skills and judgment required for agencies to meet mandatory foundational AI training requirements
- The DTA Guidance for AI Adoption, Six Essential Practices (October 2025)
- Privacy Act 1988 obligations for data handling in AI interactions

This course is the practical, tool-specific, workflow-level training that directly complements the DTA foundational AI e-learning module. It is designed for organisations that need their people to move from AI awareness to AI capability.

Why learn with PM-Partners?

For over 25 years, PM-Partners has helped organisations uplift capability across Australia, New Zealand and South-East Asia. Our facilitators are experienced practitioners who combine real-world expertise with best-practice delivery methods**. We don't just teach AI. We show you how to apply it to create real learning impact.**

Because we turn your career goals into reality.

Poor project skills are consistently cited as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team.

Certification and training are a critical part of that journey. But you need to know which steps to take, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners, we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to build capability for over 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 15,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All are highly qualified practitioners in their field, and they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications across multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To learn more about how we can support you or your organisation, contact our team on 1300 70 13 14.

Let's shape your success!

Ready to invest in your growth and capability? Connect with one of our professional development consultants today. Together, we can craft the perfect learning pathway to meet your goals and equip you and your organisation for long-term success.

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PM-Partners has been a leader in training and professional certification for over 20 years.

Our trainers are highly qualified practitioners in their chosen fields.

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