pm-partners

COURSE 4

Leading Human-Agent Teams

Design, govern and lead teams where human employees and AI agents work together to deliver outcomes

The complete AI Capability Program for Australian professionals

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

COURSE 1

Copilot for business productivity

Build the judgment and workflows to make Copilot a daily partner

- 5 take-home artefacts
- Workflow design and context engineering
- Governance built in from minute one
- One working AI agent configured

COURSE 2

Developing Human-led AI agents

- 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.

COURSE 3

Designing human-led multi-agent workflows

- 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.

COURSE 4

Leading human-agent teams

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

YOU ARE HERE

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: Copilot 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

M365 Copilot licences are 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

Design, build and govern AI agents that work for you, without writing a line of code

Leading Human-Agent Teams is a highly practical, one-day leadership development experience built specifically for tactical leaders, team leads, function heads, and operational managers who lead teams that include or are planning to include AI agents alongside human employees.

This is not a technology course. It does not teach participants how to build agents or configure AI tools. It teaches something more important and rarer: how to lead effectively when your team is no longer made up of humans alone.

The course is structured around three modules that build progressively across the day.

- **Module 1 - The New Team.** The morning establishes the landscape and the diagnostic foundation. Participants understand what human-agent teaming looks like in leading organisations, examine the evidence on what works and what fails, and produce an honest assessment of where their own team sits right now.

- **Module 2 - Designing the Team.** The mid-session addresses the two most significant design challenges a leader faces when incorporating agents: how individual roles will shift and how to manage that human transition responsibly, and how to define explicit decision rights so agents operate with the right level of autonomy in the right places.

- **Module 3 - Running the Team.** The afternoon converts all prior work into a communicable value framework and a committed 90-day implementation roadmap. Every participant's roadmap is stress-tested by peers before they leave the room.

What makes this course genuinely different is how participants build their six take-home artefacts. Throughout the day, they use an AI as a thinking partner, not to generate generic outputs, but to process their own real team context. Structured input templates ensure the AI has sufficient detail to be useful. The result is six personalised, immediately actionable artefacts built in the participant's own language, from their own team reality.

Participants who complete this course leave not just with understanding, but with six completed artefacts they can implement the following week.

Objectives

This course will enable participants to:

- Assess their team's current readiness for human-agent teaming and identify the specific risks and failure modes relevant to their stage of implementation
- Map how individual roles in their team will shift as agents are incorporated, and plan the human conversations required to manage that transition responsibly
- Design an explicit decision rights framework for their team, defining what agents handle autonomously, what humans review, and what remains human-only
- Build a reference model for what a well-designed human-agent team looks like day to day, benchmarked against real organisational examples
- Construct a value demonstration framework that articulates the business case for human-agent teaming in language that lands with their manager and stakeholders
- Produce a sequenced 90-day implementation roadmap identifying their highest-value starting points and the success measures that prove the approach is working
- Use AI as a genuine thinking partner throughout the design process, not as a task executor, but as a structured collaborator that surfaces, challenges, and refines their own thinking

Key topics

- **The human-agent workforce,** what is actually happening in leading organisations in 2026, why it matters now, and why this is a tactical leadership challenge, not a strategic one
- **The business case,** evidence on ROI, the failure modes that destroy value, and how leading organisations distinguish themselves from those achieving only modest results
- **The Team Readiness and Risk Assessment,** a diagnostic framework that locates a team on the human-agent maturity spectrum and surfaces the specific risks at their current stage
- **The Human-Agent Ways-of-Working Model,** what a deliberately designed human-agent team looks like in practice, with real examples from organisations at different stages of implementation
- **Role shift in human-agent teams,** the three role categories (roles that grow, roles that transform, roles that shrink) and what this means for how a leader manages and develops their people
- **The human transition,** how to have honest, constructive conversations with team members whose roles are changing, and how to manage the trust and engagement challenges that arise
- **Decision rights,** why every human-agent team needs an explicit framework, what happens when one is absent, and the four-zone autonomy model that gives leaders a practical design tool
- **Value demonstration,** how tactical leaders make the case for human-agent teaming to their own manager and stakeholders, and how to measure business outcomes rather than activity
- **The 90-day implementation roadmap**, how to sequence workflow redesigns by value and feasibility, identify dependencies, and define success measures that prove the approach is working
- **Australian governance context,** responsible and ethical human-agent teaming aligned to the APS AI Plan 2025, the Policy for Responsible Use of AI in Government, and Privacy Act 1988 obligations

Practical scenarios covered

Throughout the day, participants use AI as a structured thinking partner to apply every framework directly to their own real team context. Each exercise is scaffolded through a structured input template in the companion app, participants brief the AI with specific details about their team, roles, decisions, and workflows before activating the exercise prompt. The result is personalised analysis and output, not generic responses.

1. **Completing a structured team readiness diagnostic,** describing team composition, current AI tool usage, and planned agent integration, then using an AI thinking partner to generate a personalised readiness profile and risk register
2. **Drafting a ways-of-working reference model for their own team,** using AI to benchmark their design against real organisational examples and identify gaps
3. **Building a workforce transition map,** inventorying current team roles against the three shift categories, then using an AI prompt to surface transition risks and generate a prioritised conversation plan for team members
4. **Designing a team decision rights framework,** mapping key decision types across the four-zone autonomy model, then using an AI thinking partner to stress-test classifications for consistency and unacknowledged risk
5. **Developing a value demonstration framework in the language of their own organisation,** using AI to translate team-level outcomes into a value narrative their manager and stakeholders will find credible
6. **Producing a 90-day implementation roadmap,** identifying top workflow redesign candidates, using AI to sequence by value and feasibility, then submitting the roadmap to a structured peer challenge round before leaving the room

The six take-home artefacts

Every participant leaves with six completed artefacts built during the day from their own real team context. These are not templates and they are not generic. They are AI-assisted, peer-reviewed documents produced in the participant's own language, designed to be implemented the following week.

Built during the day. Deployed after the day.

1. **Team Readiness and Risk Profile,** an honest, AI-generated assessment of where the team sits on the human-agent maturity spectrum, with a specific risk register for their current stage
2. **Human-Agent Ways-of-Working Model,** a reference model for what a deliberately designed version of their team could look like, benchmarked against real organisational examples
3. **Workforce Transition Map,** a role-by-role mapping of how the team will shift as agents are incorporated, with a prioritised plan for the human conversations that need to happen
4. **Team Decision Rights Framework,** an explicit framework defining what agents handle autonomously, what humans review, and what remains human-only across the team's real decision landscape
5. **Value Demonstration Framework,** a business case narrative in the participant's own language, with measurable outcome indicators aligned to their organisation's priorities
6. **90-Day Team Implementation Roadmap**, a sequenced plan for the two or three highest-value workflow redesigns, with success measures, dependencies identified, and peer-challenged assumptions

What makes this course unique

No other training program in Australia addresses this challenge at the team leadership level. Most AI training either stops at individual tool use, teaching professionals to use Copilot or ChatGPT in their own work, or jumps to enterprise AI strategy, which is a conversation for a different audience entirely. The tactical leadership layer, how an operational manager actually runs a team that includes both humans and agents, has been largely ignored.

This course fills that gap. It is purpose-built for the leaders who are closest to the work: the team leads and function heads who are responsible for outcomes, accountable for their people, and standing at the intersection of AI capability and human performance.

Three things distinguish this course from anything else currently available:

1. **AI as a thinking partner, not a task executor.** Every artefact in this course is built using AI, but not in the way most participants expect. The AI is not generating generic answers. It is processing specific, structured information about each participant's real team and producing personalised analysis. Participants experience first-hand what it means to use AI as a genuine collaborator, and they leave with the prompting discipline to replicate that experience in their own work.

2. **Real context, real artefacts.** Every exercise in this course uses the participant's own team as the subject. There are no invented case studies or generic scenarios. The six artefacts built during the day are built from real team data, real role descriptions, and real decision landscapes. They are immediately actionable because they are already specific.

3. **The only course in Australia built for this moment.** The research underpinning this course draws on the most current available evidence, McKinsey, MIT Sloan, PwC, Deloitte, Gartner, and the World Economic Forum, on what leading organisations are doing with human-agent teaming in 2026. The content is not speculative. It reflects what is actually happening in the most advanced organisations in the world, translated into practical tools for the Australian tactical leadership context.

Who is this course for?

This course is designed for tactical leaders, team leads, function heads, and operational managers, who are responsible for the performance of teams that include or are planned to include AI agents alongside human employees. It is built for leaders who are closest to the work: the people accountable for outcomes, responsible for their team members, and expected to make human-agent teaming work in practice, not just in principle.

Prior completion of Human-Led, AI-Powered: Microsoft Copilot for Work and Human-Led, AI-Powered: Building AI Agents with Copilot Studio is advantageous and provides the strongest possible foundation for this course. Leaders who have completed Courses 1 and 2 will find this the natural strategic capstone of the program. Leaders who have not completed the earlier courses should have working familiarity with AI tools and at least a conceptual understanding of what AI agents are and how they operate.

GOVERNMENT AND PUBLIC SECTOR

- APS officers and managers seeking to automate recurring workflows
- Policy advisors and analysts who spend significant time on research, compilation, and drafting
- Program and project managers looking to reduce administrative coordination overhead
- Communications and engagement professionals managing content and knowledge workflows
- Corporate services and operations teams with high-volume, structured process work

PRIVATE SECTOR AND PROFESSIONAL SERVICES

- Managers and team leaders at all levels looking to scale their team's output through agent workflows
- Finance, HR and operations professionals with recurring, data-intensive process work
- Marketing and communications teams managing content production and distribution workflows
- Legal, compliance and risk professionals seeking governed, auditable AI support
- Knowledge workers and strategic advisors who want to direct AI systems rather than just use them

BYOD REQUIREMENTS

This is an immersive, hands-on course. Participants must bring their work device and have access to a Large Language Model (LLM), such as Microsoft Copilot, ChatGPT, Claude, or equivalent. Unlike Courses 1 and 2, this course is platform-agnostic: no specific AI licence or platform is required. Participants use whichever LLM they have access to through their organisation.

Participants should:

- Be a practising leader with direct responsibility for a team or function. The exercises in this course use real team context and are not suitable for those without active leadership accountability
- Have working familiarity with AI tools at the individual level. Participants do not need to be power users, but they should be comfortable using an LLM for professional tasks
- Hold a basic conceptual understanding of what AI agents are and how they differ from standard AI tools. This is covered in Course 2 of the Human-Led, AI-Powered program

No technical or coding background is required. This course is built for business leaders, not developers or AI specialists

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 thinking, designing, and building, not watching.

Participants will:

- Work through three progressive modules, each delivering two completed artefacts through a combination of conceptual framing and structured AI-assisted exercises
- Use structured input templates in the companion app to brief an AI thinking partner with specific details about their own team before each exercise activates
- Participate in facilitated peer review activities, including a structured peer challenge round where every participant's 90-day roadmap is stress-tested before they leave the room
- Leave with six completed, personalised artefacts and a specific 90-day implementation commitment with a named first action due within 48 hours

Courses can be delivered:

- Face-to-face at your organisation's premises. Recommended for leadership cohorts where peer challenge and group discussion are part of the value
- Virtually via live online facilitation, with adapted companion app exercises designed for the virtual format
- Customised for specific leadership cohorts, divisions, or agencies, with scenarios and examples adapted to the participant's sector and organisational context

Learn more about our virtual training here.

Australian governance alignment

Responsible and ethical AI use is not a module in this course. It is embedded in every design decision participants make across the day, from the risk profile they build in Module 1 to the decision rights framework they design in Module 2 to the governance indicators in their 90-day roadmap. The course is purpose-built for the Australian context and directly addresses the leadership responsibilities that flow from:

- The APS AI Plan 2025, including the expectation that senior leaders drive AI adoption with appropriate governance and accountability
- The Policy for Responsible Use of AI in Government (September 2024), with specific attention to human oversight requirements, accountability for AI-influenced decisions, and the obligations of leaders who deploy AI in public sector workflows
- The Guidance for AI Adoption, Six Essential Practices (October 2025), translated into practical team-level governance tools that participants design and own
- Privacy Act 1988 obligations for data handling in AI-assisted workflows, with direct consideration of what agents can and cannot access in the participant's team context

Every decision rights framework built in this course includes a governance layer. Every 90-day roadmap includes compliance considerations. Every ways-of-working model identifies the human accountability anchor points that keep the team within safe and ethical operating boundaries.

For government agencies and private sector organisations operating under regulatory scrutiny, this course provides the team-level governance infrastructure that enterprise AI policies require but rarely specify: the practical, operational decisions about who decides what, how agents are governed, and how accountability is maintained when both humans and agents are driving outcomes.

Your team has changed. Now lead it differently.

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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