



pm-partners  
**AI Courses**

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## What are AI Skills?

AI skills are the practical capabilities professionals need to apply artificial intelligence (AI) confidently and responsibly in their everyday work. These skills go beyond theory; they enable you to automate tasks, analyse data, generate insights, and integrate AI tools into real workflows. From prompt engineering to building AI agents, AI skills help you work smarter, reduce risk, and deliver measurable results.

### Who is it for?

Our AI courses are designed for professionals and teams who want to stay competitive and future-ready:

- Project, program and portfolio teams
- Business analysts and change practitioners
- Finance teams
- Operations professionals
- HR, L&D and talent leaders
- Marketing and communications teams
- Emerging leaders and managers

Whether you're an individual looking to boost productivity or an organisation planning capability uplift, these courses meet you where you are.

### Capability areas

Our AI training focuses on the skills that deliver real impact:

- Prompt engineering for accurate, fit-for-purpose outputs
- Workflow automation to save time and reduce errors
- AI-powered reporting and insights for faster decision-making
- Compliance and risk management to ensure responsible adoption
- Building AI agents for everyday tasks and scalable solutions

## Explore flexible training options to suit your team

Two delivery models designed to suit your team's size, schedule and learning goals.

### Public (Hybrid) classroom training

Stretch your training budget with access to our public course schedule. Teams can join existing sessions and still benefit from group discounts (calculated at booking).

Thanks to PM-Partners' integrated (Hybrid) delivery model, participants can attend either face-to-face (at our training centre) or virtually (via Zoom).

Our purpose-built training rooms feature the latest in virtual collaboration tools, ensuring a consistent, high-quality learning experience, regardless of location.

**Ideal for:** Small teams looking for practical, high-impact training. Volume-based discounts available.

### In-house group training

For teams seeking targeted learning, our private group training offers flexible, relevant sessions tailored to your organisation's needs and goals, with practical outcomes you can apply straight away.

#### Courses can be delivered:

- Onsite at your office or at one of our training centres
- Hybrid format (mix of in-person and remote participants)
- Fully virtual via Zoom or Microsoft Teams
- We can also adapt delivery to minimise disruption, such as running shorter sessions across multiple days.

#### Tailored group training can include:

- Flexible delivery format and location
- Customised content using real-world examples
- Pre-course assessment of learner knowledge
- Optional post-course workshops to embed learning

**Ideal for:** Teams seeking a focused, workplace-specific training experience.

### Not sure where to begin?

Scan the QR code to try our free **Power Match tool**. Answer a few quick questions and get course recommendations tailored to your goals, challenges, and skill gaps.

No guesswork, just practical, targeted training to help you achieve real results.



Scan me

[pm-partners.com.au/course/powermatch](https://pm-partners.com.au/course/powermatch)



A message from Mike Boutel

## Why AI skills are essential – from the Head of Training at PM-Partners



AI is no longer a future trend, it's here, reshaping how we work every day. The ability to apply AI confidently and responsibly is now a core capability for professionals and organisations alike. These skills unlock productivity, reduce risk, and create opportunities for innovation.

At PM-Partners, we've designed our AI courses to cut through the hype and deliver practical, hands-on learning that makes an immediate difference. I invite you to explore our programs and start building the skills that will keep you competitive in 2026 and beyond.

## 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.



**Jourdan Clark**  
Sales Manager



**Luis Sylvester**  
Corporate Training  
Sales Consultant



**Holly Barber**  
Corporate Training  
Sales Consultant



**Michael Lipman**  
Corporate Training  
Sales Consultant



**Luke Ayres**  
Corporate Training  
Sales Consultant



**Faye Hughes**  
Public Training Sales  
Consultant



**Hannah McGuire**  
Public Training Sales  
Consultant

## Customised training to suit your organisation

Every organisation is different. Whether your teams are dispersed, working in hybrid environments, or need training tailored to your industry, we adapt our programs to align with your specific context and goals.

If our standard courses don't quite fit, we'll work with you to customise the content, format, and schedule, ensuring

your team gains relevant, practical skills that support real business outcomes.

Our flexible, consultative approach ensures your investment in professional development delivers measurable value where it matters most.



### Tailored content

- Adapt course materials to reflect your organisation's language, tools, and ways of working.
- Incorporate real-world scenarios and case studies relevant to your industry or workplace.
- Develop custom content to target specific skills, challenges, or operational needs unique to your team.



### Flexible delivery formats

- Select from focused, modular sessions or deep-dive programs delivered over multiple days.
- Create a blended learning experience with a mix of in-person workshops, live virtual sessions, and self-paced eLearning—designed to fit your team's schedule and learning preferences.



### Brand-aligned materials

- Integrate your organisation's logo and other brand elements into courseware and materials to maintain a cohesive visual identity and reflect your brand values.



### Custom schedules

- Deliver training simultaneously to in-class and virtual participants, with customised schedules to accommodate global teams and time zones.
- Choose from condensed, short burst sessions or extended programs delivered over several weeks, depending on your team's requirements.
- Design a timetable that aligns with your team's workflow and availability, minimising disruption while maximising engagement.

## The benefits of customised training

Partnering with us for customised training means more than just convenience - it's about achieving measurable results. Some of the benefits of customised training include:

- **Personalised experience:** Training designed around your needs makes development more impactful and effective.
- **Enhanced engagement:** Relevant content ensures your team stays invested in their learning journey.
- **Improved knowledge retention:** Tailored scenarios and tools make training practical and memorable.
- **Embedded learning:** Customisation strengthens the connection between training and daily work.
- **Stronger foundations for success:** Equip your team with the skills they need to deliver results aligned with your goals.

### Hybrid training – join in person or online

Our hybrid delivery model brings in-person and virtual participants together in one seamless classroom. Whether your team joins from our training centre or remotely via Zoom, everyone shares the same session, facilitator, and interactive learning experience. You can learn more about our hybrid training visiting [www.pm-partners.com.au/hybrid-classroom](http://www.pm-partners.com.au/hybrid-classroom)



# Why professionals choose PM-Partners

25+

## Years of experience

Decades of expertise in professional capability development.

15,000

## Professionals trained each year

Empowering individuals across Australia and Southeast Asia.

80%

## Of the top 200 ASX companies

Driving performance across Australia's largest organisations.

1,000+

## Organisations supported

Trusted by global brands, government agencies, and high-performing teams.





# AI-NATIVE PATHWAY

## The playbook to upskill, scale, and succeed with AI

Ultimately, every organisation faces a strategic decision: to continue operating with models designed for a previous, more linear era, or to adopt a new organisational identity fit for the Age of AI.

Becoming AI-Native is not an IT upgrade or a limited change initiative; it is a fundamental imperative for continued relevance and success. The organisations that succeed in this new era will be those that relentlessly embed Artificial Intelligence into their ways of thinking and working, creating a culture where teams are empowered to find new sources of value and drive innovation.

Understanding the concepts in this paper is the essential first step. However, turning these into embedded skills and enterprise-wide capabilities requires a dedicated and structured approach to learning.

True transformation happens when teams and individuals are equipped with the new ways of thinking and working demanded by the Age of AI.

To guide this transformation, we have developed a comprehensive learning journey designed to make significant strides toward becoming AI-Native.

### AI-NATIVE FOUNDATIONS

The essential starting point for all professionals. This course builds universal AI literacy and an understanding of the EDGE Imperative. It culminates in a hands-on experience where each participant uses a structured method to redesign one of their own personal workflows, embedding AI to create immediate, tangible value.



### AI-NATIVE CHANGE AGENT

The deep-skilling course for individuals tasked with leading successful AI initiatives. This program equips change champions with advanced skills to guide initiatives from concept to delivery using a proven process. Participants learn to align stakeholders, translate AI concepts into business terms, and navigate data, risk, & production operations to deliver business value.



### LEADING THE AI-NATIVE ORGANISATIONS

Leaders are increasingly expected to fund, govern, and accelerate AI initiatives while setting direction and guiding organisations through AI-driven transformation. This course equips leaders with fluency, frameworks, and shared language to make decisions, prioritise opportunities, establish effective governance, and foster an AI-ready culture while building a practical roadmap to an AI-native model.



# AI-Native Foundations

Globally Recognised Certification



2 days Exam: Online Face-to-Face

You've been told to "use AI." But with the hype, half-truths, and endless tools, it's hard to know where to begin. Being AI-Native means embedding AI into how you think, work, and lead, so you can thrive in the Age of AI.

AI-Native Foundations helps teams cut through the noise. In two immersive days, you'll build the confidence, shared language, and practical skills to apply AI meaningfully, right in the flow of everyday work.

This goes beyond prompt writing. You'll learn how AI really works (in plain English), explore the

essential success factors that enhance adoption, and redesign one of your own workflows to deliver measurable business value from day one.

By the end of AI-Native Foundations, you will walk away with:

- A shared AI vocabulary that accelerates alignment across business and tech
- A responsible adoption playbook to reduce compliance and brand risk
- A 30-60-90 day AI action plan tailored to your role, ready to implement immediately

## Objectives



By the end of AI-Native Foundations, you and your team will be able to:

- Align faster across business and tech with a shared AI vocabulary that reduces friction and misinterpretation.
- Turn existing tools into real ROI by redesigning workflows to save hours and deliver measurable results immediately.
- Lead with confidence and credibility by knowing how to assess feasibility, risks, and expected returns before committing resources.
- Innovate without increasing risk by applying compliance and safety guardrails from the start.

## Key topics



**LESSON 1** • EDGE and AI-Native

**LESSON 2** • AI Basics  
• Data  
• Large Language Models  
• Prompting and Safe Use  
• RAG  
• Agents  
• Frontiers

**LESSON 3** • AI-Native Success Factors

**LESSON 4** • Workflow Improvement  
• Business Brief  
• Transformational Thinking

**LESSON 5** • Roadmap to AI-Native

**LESSON 6** • The AI-Native Pitch

## Who is this course for?



AI-Native Foundations is built for professionals who are expected to deliver AI results without the luxury of trial and error.

This course is a great fit if you are:

- A business leader who needs to translate AI potential into measurable ROI
- A product or delivery professional responsible for integrating AI into value streams without breaking what already works
- An operations or enablement lead tasked with creating standards, playbooks, and guardrails for responsible AI use
- A change-maker inside your team who wants to bridge the gap between technical possibilities and business realities

[>> Download Becoming AI-Native](#)

# AI-Native Change Agent

Globally Recognised Certification



3 days Exam: Online Face-to-Face

Most AI initiatives never make it past the pilot phase. Hype burns hot, priorities shift, and promising projects stall out before delivering business value. AI-Native Change Agent is built to fix that.

In three hands-on days, you'll learn how to guide real AI initiatives from spark to scale, translating technical potential into business results that stick. This isn't theory. You'll lead a live initiative through practical milestones, learning how to align stakeholders, navigate blockers, and deliver

measurable outcomes that move beyond the proof of concept (POC) graveyard.

By the end of this course, you will have:

- A repeatable framework for leading AI initiatives across functions
- Tools to engage both business and technical leaders in plain language
- A 30-60-90-120 day roadmap for turning opportunity into production impact

## Objectives



- **Move initiatives out of the POC graveyard:** Guide projects through lean delivery cycles that result in production impact.
- **Align business, tech, and leadership:** Build stakeholder maps, charters, and implementation plans that accelerate execution and reduce rework.
- **Avoid common blockers:** Spot hype traps, stalled pilots, and misaligned priorities before they waste time and resources.
- **Establish repeatable success patterns:** Create proven playbooks for launching and scaling AI solutions across the enterprise.

## Key topics



### DAY 1: PREPARE

- AI Opportunity Blind Spots
- AI Fluency
- Value Maximisation
- AI-Powered Facilitation
- AI-Powered Discovery

### DAY 2: DESIGN

- Value Proposal
- AI Solution
- Data Strategy
- Product Operations
- Risk Management & Compliance
- Value Realisation

### DAY 3: BUILD & SCALE

- The Implementation Roadmap
- Guiding Successful Implementations
- Tell The Story
- Expanding Your Impact

## Who is this course for?



AI-Native Change Agent is for those tasked with moving the enterprise from "AI-curious" to "AI-capable." This course is a great fit if you are:

- A team lead or coach who needs to align cross-functional groups on AI opportunities and delivery
- A transformation leader driving enterprise adoption and looking for ways to scale success patterns

- A digital strategist or change agent who must balance experimentation with business impact
- A practitioner on the front lines ready to bridge the hype of AI with the hard part of execution

**Prerequisite: AI-Native Foundations course**

[>> Download Becoming AI-Native](#)

# Leading the AI-Native Organisation

Globally Recognised Certification



1/2 day

Face-to-Face

Leaders are being asked to fund, govern, and accelerate AI initiatives, but often without the clarity or fluency to make confident, high-stakes decisions.

At the same time, organisations look to these same leaders to set direction, establish guardrails, and guide the organisation through the shift to AI-driven ways of working.

Most leaders aren't struggling with the technology itself, they're struggling with how to lead their organisation effectively in the Age of AI:

- How to prioritise what's strategically meaningful versus hype
- How to set budgets and governance that don't slow progress or invite risk
- How to shape a culture that embraces AI rather than fears it
- How to build a realistic path toward an AI-Native operating model, across strategy, workforce, data, technology, and governance, without chaos or waste.

## Key topics



- Confidently fund and govern AI programs, grounded in a shared AI lexicon for leaders, and aligned with a clear AI strategic intent
- See your business through an AI-Native organisation heatmap, exposing the most critical gaps in strategy, workforce, governance, data, technology, culture, and agility
- Align AI investments with measurable business outcomes using an AI money map, a pragmatic responsible AI Governance & Risk Plan, and prioritised data/platform investments
- Lead teams through AI-driven transformation with clarity via a 30-60-90 day AI-Native leadership roadmap and a concrete workforce upskilling and Change Agent plan

## Who is this course for?



Leading the AI-Native Organisation workshop is designed for leaders who want to turn AI ambition into strategy, disciplined investment, and sustainable results.

- C-suite executives, Directors, and senior leaders who oversee teams, budgets, or transformation programs
- Business unit leaders, PMOs, and transformation sponsors seeking to align AI initiatives with strategy and P&L impact
- Anyone who must evaluate, approve, or manage AI initiatives across the enterprise

## Workshop delivery



This workshop is delivered exclusively face-to-face. Participants attend in person at our dedicated training facilities, where our expert trainers facilitate an engaging, interactive and challenging learning experience.

Through proven comprehension and recall techniques, learners gain a solid understanding of AI-Native, supported by practical discussion, collaboration and real-world application that is best achieved in a classroom setting.

For group bookings, this course can be customised to suit your organisation's needs and delivered

onsite at your premises or at a PM-Partners training centre.

- 1/2-day immersive working session (ideal for onsite executive teams)
- **Format:** Facilitated, highly interactive, enterprise-contextual, designed as a working session, not a lecture.

[>> Download the Executive Guide Unlocking Real Returns with an AI-Native Organisation](#)

Hello,

AI



# COPILOT PATHWAY

## The complete AI Capability Program for Australian professionals

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

### COPILOT FOR BUSINESS PRODUCTIVITY

Build the judgment and workflows to make Copilot a daily partner

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

1

### BUILDING AI AGENTS

Design, build & govern agents that work, without writing code

- Agent Design Canvas & Five-Layer Brief
- Working agent built in Copilot Studio
- Two-agent governed workflow
- Agent Governance Card

2

### LEADING HUMAN-AGENT TEAMS

Design & lead teams where humans and AI agents team up

- 6 take-home artefacts
- 90-day team implementation roadmap
- Value demonstration framework
- Decision rights and workforce transition

3

## THE VALUE OF ALL THREE, TOGETHER

Each course stands alone and delivers immediate, tangible value. But the three courses are designed as a progressive arc, each building the foundation for the next. Participants move from individual AI skill (**Course 1 | Copilot for work**) to building the tools that handle execution (**Course 2 | Building AI agents**) to leading the team that directs both (**Course 3 | Leading human-agents teams**).

The sixteen artefacts produced across the three 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, & 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.

# Copilot for business productivity

🕒 1 day   📄 No exam   🏆 Digital badge   🗣️ Face-to-Face



This hands-on program helps professionals integrate Copilot into their daily work as a practical, high-value partner. Rather than a feature overview, participants use Copilot in real scenarios to create meaningful, role-specific outputs while building judgment, workflows, and communication skills through structured frameworks.

Participants learn to design effective human-AI collaboration, communicate with precision, and use Copilot to strengthen ideas and decisions. They also configure a working agent in M365 Copilot and apply a human-led, AI-powered approach, leaving with five ready-to-use artefacts and a 30- and 60-day plan to drive lasting behaviour change.

## Objectives



- Apply the Human-Led, AI-Powered philosophy as a practical decision framework for every Copilot interaction
- Use Copilot confidently and responsibly within organisational governance guardrails
- Communicate with Copilot 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 Copilot as a thought partner to pressure-test their work and strengthen professional outputs
- Configure a functional declarative agent in M365 Copilot 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 specific professional context

## Key topics



- The Human and AI Landscape, why AI adoption is a human challenge, not a technology problem
- AI Literacy, how Copilot 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 Copilot, 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, improving outputs
- Configuring your first Copilot Agent, declarative agent build in M365 Copilot Studio
- The AI Practice Plan, 30-day and 60-day personal commitment and team adoption planning

## Who is this course for?



This course is designed for any professional who holds an M365 Copilot 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 and sales teams
- Legal, compliance and risk professionals
- Knowledge workers and strategic advisors

# Building AI agents with Copilot



🕒 1 day   📄 No exam   🏆 Digital badge   👤 Face-to-Face

This hands-on program teaches professionals how to design and build AI agents using Microsoft Copilot Studio through a practical, two-stage approach. The day begins with platform-agnostic “Agent Thinking,” where participants develop a clear mental model of agents, assess task suitability for automation, and design human-AI interactions before moving into hands-on “Agent Building” using real-world scenarios.

Participants learn to create structured agent briefs, build and configure agents without code, ground them in organisational knowledge, and test them systematically. They also connect agents into governed workflows with human approval points, ensuring every solution is practical, compliant, and ready to deploy in their own work context.

## Objectives



- Apply a practical, non-technical framework to evaluate, design, and scope AI agents
- Write structured agent instructions using the Five-Layer Agent Brief
- Build and configure a working agent in Microsoft Copilot Studio for a real use case
- Connect agents into governed workflows with appropriate human approval points
- Test agents across accuracy, behaviour, scope, and governance criteria
- Apply autonomy and governance principles, and leave with a defined 30-day practice plan

## Key topics



- Core agent concepts and how they differ from chatbots or prompts
- Frameworks to evaluate, design, and scope agents, including autonomy and use-case fit
- Writing structured agent instructions using the Five-Layer Agent Brief
- Building, grounding, and configuring agents in Microsoft Copilot Studio
- Testing agents across accuracy, scope, behaviour, and guardrails
- Designing multi-agent workflows with human approval points
- Applying governance principles, including ownership, compliance, and ethical deployment

## Who is this course for?



This course is for professionals who want to move beyond using AI as a conversational tool to directing it as a working system. It's designed for non-technical audiences with no coding required, just curiosity and a real problem to solve, and can be taken as a next step or as a standalone experience for those familiar with Microsoft 365 Copilot.

### 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

# Leading Human-Agent Teams

🕒 1 day   📄 No exam   🏆 Digital badge   🗣️ Face-to-Face



Leading Human-Agent Teams is a course for tactical leaders on effectively leading teams with both humans and AI agents. The course is divided into three modules:

- **Module 1:** Understanding human-agent teams, what works and what doesn't, and assessing your team's current state.
- **Module 2:** Addressing role shifts and defining decision rights to ensure agents operate with the right autonomy.
- **Module 3:** Creating a 90-day implementation roadmap and testing it with peers.

Participants will build six personalised, actionable artefacts, using AI as a thinking partner. By the end, they leave with practical tools they can apply immediately.

## Objectives



- Assess team readiness for human-agent teaming and identify relevant risks.
- Map role shifts and plan conversations
- Design a decision rights framework defining agent autonomy and human review.
- Build a reference model for a well-designed human-agent team, using real examples.
- Create a value demonstration framework to present the business case for human-agent teaming.
- Develop a 90-day roadmap with high-value starting points and success measures.
- Use AI as a thinking partner, not just a task executor.

## Key topics



- The human-agent workforce, what's happening in 2026 organisations.
- The business case, ROI evidence, failure modes, and how leaders outpace modest results.
- The Team Readiness and risk assessment.
- The Human-Agent Ways-of-Working Model.
- Role shift in human-agent teams, the three categories and their impact on leadership development.
- The human transition, navigating role changes and managing trust challenges.
- Decision rights, Why human-agent teams need a framework and the four-zone autonomy model.
- Value demonstration
- The 90-day implementation roadmap.
- Australian governance context, responsible human-agent teaming aligned with APS AI Plan and Privacy Act.

## Who is this course for?



This course is for tactical leaders, team leads, and operational managers responsible for teams with AI agents alongside humans. It's designed for those accountable for outcomes and making human-agent teaming work in practice.

### GOVERNMENT AND PUBLIC SECTOR

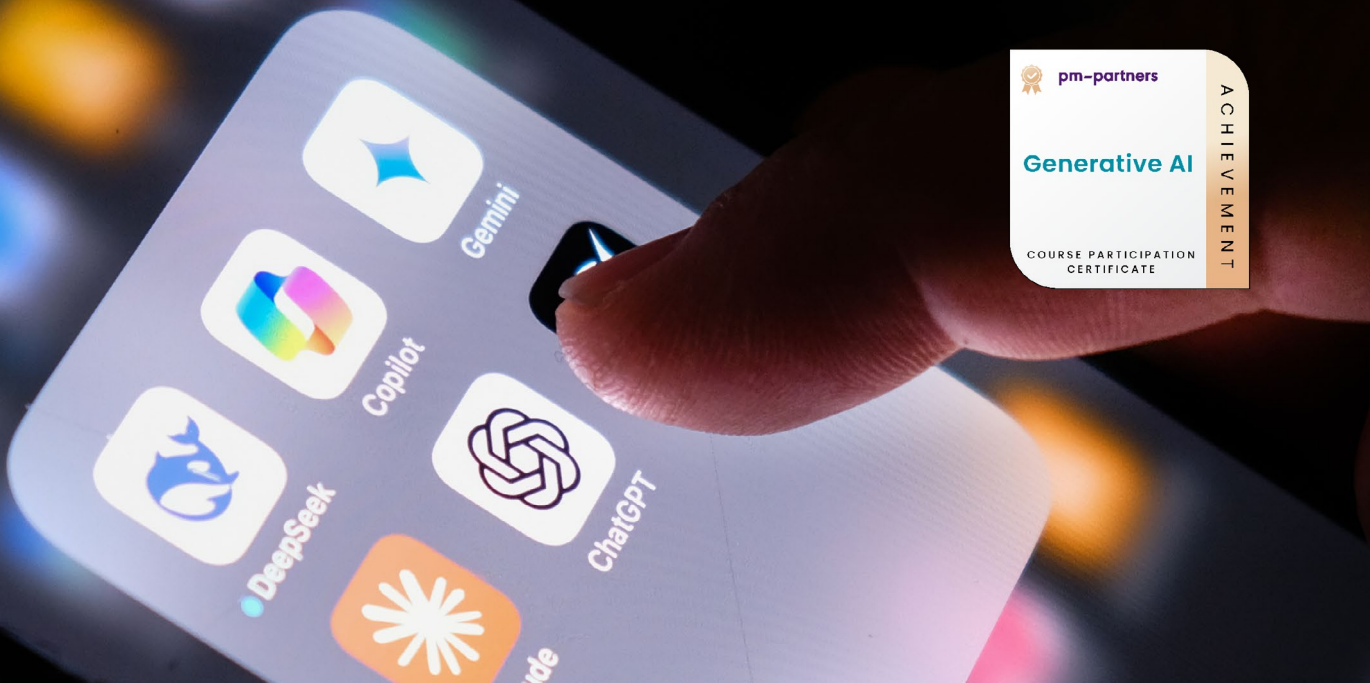
- APS officers and managers seeking to automate recurring workflows
- Policy advisors and analysts who spend significant time on research, compilation, and drafting
- Program and project managers looking to reduce administrative coordination overhead
- Communications and engagement professionals managing 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

**Completion of Copilot for business productivity and Building AI Agents with Copilot Studio is beneficial, but not required. Leaders without prior courses should have a basic understanding of AI tools and agents.**

AI



# GENERATIVE AI

## Build smarter teams with Generative AI

In today's fast-changing business environment, understanding and applying AI is essential for success. Our Generative AI courses provide practical, hands-on experience that helps professionals integrate AI into their workflows and deliver measurable results.

Our expert facilitators combine real-world insights with interactive exercises to ensure learning is immediately applicable. Flexible delivery options include onsite at your office, virtual sessions via Zoom or Microsoft Teams, and hybrid learning that combines in-person and remote participation.

Help your teams leverage AI to improve decision-making, streamline processes and innovate with confidence wherever they are.

### For all Generative AI courses:

#### 1 day workshop | No exam | Digital badge

- **Delivery options:** Face-to-face, virtual, instructor-led (Onsite at your office or at one of our training centres)
- **PDUs:** Participants who have been awarded the Project Management Professional (PMP)<sup>®</sup> credential by the Project Management Institute (PMI)<sup>®</sup> are eligible to earn 7 PDUs for their participation in this course (5 Ways of Working, 2 Business Acumen).
- **CPDs:** Participants holding any of the Project Management accreditations (CPPP/ CPPM/ CPPD) are eligible to earn 14 CPDs for this short course.

**BYOD Requirements:** This is an immersive hands-on course, so you will need to bring your preferred device to the training course. Your device will need to be equipped with a generative AI model that supports unlimited prompt entries.



## Generative AI for Project Managers & Project Teams



The **Generative AI for Project Managers and Project Teams** course offers a dynamic, hands-on learning experience designed to integrate AI tools into project management practices. Participants will actively engage in practical exercises, using prompts to navigate real-world project management scenarios and case studies. This approach ensures that learners not only grasp theoretical concepts but also apply them effectively to solve practical challenges and gain valuable insights into AI-driven project management.

Throughout the course, attendees will use AI tools to streamline workflows, improve decision-making, and enhance prompt engineering skills, helping project managers and teams leverage AI for more efficient and strategic project execution.

### Objectives

**This course will enable participants to:**

- Use AI to complete selected project management tasks and generate fit-for-purpose information for input to project management artefacts.
- Explain key AI concepts, including commercial considerations when using AI.
- Use standard techniques for writing effective prompts.
- Identify how AI can help complete common project tasks.

### Who is this course for?

- Project Managers
- Project Administrators & Coordinators
- Other project team members.

Participants should be working in a project environment and fully understand basic project management concepts.

[>> Download the full Generative AI for Project Managers & Project Teams brochure](#)

## Generative AI for Business Analysts



The **Generative AI for Business Analysts** course offers a dynamic hands-on learning experience designed to integrate AI tools into business analysis activities. Participants will engage in practical exercises using AI prompts to navigate real-world business analysis scenarios and case studies. This approach ensures that learners not only grasp theoretical concepts but also apply them effectively to solve practical challenges related to data analysis, requirement gathering, and stakeholder communication.

Throughout the course, attendees will work directly with AI tools to streamline analytical tasks, enhance decision-making, and refine their prompt engineering skills, helping business analysts to leverage AI for greater efficiency and accuracy.

### Objectives

**This course will enable participants to:**

- Use AI to complete selected business analysis tasks and generate fit-for-purpose information for input to business analysis artefacts.
- Explain key AI concepts, including commercial considerations when using AI.
- Use standard techniques for writing effective prompts.
- Identify how AI can help complete common business analysis tasks, such as elicitation and research, requirement documentation, and stakeholder communication.

### Who is this course for?

- Business Analysts
- Data analysts
- Process Improvement Professionals.

Participants should be practising business analysts and fully understand basic business analyst concepts.

[>> Download the full Generative AI for Business Analysts brochure](#)

# Generative AI for Change Managers & Change Teams



The **Change Managers and Change Teams** course, empowers to leverage Generative AI (GenAI), such as ChatGPT, to enhance change management activities. Participants will explore how to craft effective AI prompts tailored to change initiatives, including stakeholder engagement, risk management, communication and training. By focusing on practical applications, the course builds expertise in integrating Generative AI tools into key phases of change management, improving efficiency and decision-making. Participants will leave with a personalised toolkit of tested prompts, strategies for ethical AI use, and practical insights to drive successful change initiatives.

## Objectives

This course will enable participants to:

- Understand the foundational concepts of Generative AI and its applications in change management.
- Develop effective prompts to support stakeholder analysis, communication planning, and resistance management.
- Use AI to streamline the creation of change-related deliverables, including risk logs, stakeholder maps, and training materials.
- Apply GenAI techniques to craft customised communication and engagement strategies for diverse audiences.
- Navigate ethical considerations and organisational guidelines when incorporating AI into change practices.
- Gain hands-on experience in creating AI-assisted solutions for real-world change management challenges.

## Who is this course for?

- Change Managers
- Change Teams

Participants should be practising change managers or team members and fully understand basic change management concepts.

[>> Download the full Generative AI for Change Managers & Change Teams brochure](#)

# Generative AI for Agile Teams & Leaders



The **Generative AI for Agile Teams and Leaders** course offers a dynamic, hands-on learning experience that integrates Generative AI (GenAI) into agile ways of working. Participants will engage in exercises, applying prompts to scenarios and case studies to strengthen delivery practices and support continuous improvement.

Throughout the course, attendees will work directly with GenAI tools while refining their prompting skills to enhance agility and foster innovation. By immersing themselves in interactive activities, they will gain practical insights into applying GenAI across agile events, artefacts, team practices, and leadership approaches. This real-world focus equips agile teams and leaders to improve performance, embed continuous improvement, and deliver incremental value more effectively.

## Objectives

This course will enable participants to:

- Use GenAI to support agile delivery and collaboration practices, including backlog refinement, user story creation, release planning and communication with teams and stakeholders.
- Use GenAI to enhance leadership practices that connect delivery to strategic goals, nurture continuous improvement, and build a strong team culture.
- Explain key GenAI concepts and considerations in agile contexts, including ethical, commercial, and organisational implications.
- Develop effective prompts using standard techniques to generate fit-for-purpose outputs.

## Who is this course for?

- Agile Leaders
- Agile Team members

Participants should be working in an agile environment and fully understand basic agile concepts.

[>> Download the full Generative AI for Agile Teams & Leaders brochure](#)

## Generative AI for HR Leaders



Transform HR strategy, communication and workforce insight with practical AI tools.

**Generative AI for HR Leaders** is a hands-on course that shows HR leaders how to embed Generative AI (GenAI) into real work, from workforce strategies and executive briefings to policy summaries, change communications, and sensitive employee messaging. This is not an AI theory course, you will work directly with AI tools using structured prompt frameworks to accelerate quality, clarity and consistency, while operating within organisational guardrails.

### Objectives

**This course will enable participants to:**

- Produce high-impact documents or tools for executives / senior leadership
- Apply structured prompt frameworks to common HR scenarios
- Refine tone and clarity for sensitive HR communications
- Generate workforce insights from fragmented or incomplete information
- Translate complex policy and compliance requirements into practical guidance
- Lead AI use responsibly within HR governance and organisational guardrails

### Who is this course for?

- HR Directors and HR Business Partners
- People and Culture Leaders
- Talent & Workforce Planning Leads
- Change and Organisational Development Leaders

Participants should be practising HR professionals or people leaders and understand core HR processes (e.g. workforce planning, policy, change, performance).

[>> Download the full Generative AI for HR Leaders brochure](#)

## Generative AI for L&D and Organisational Development Leaders



The **Generative AI for L&D and Organisational Development Leaders** course is a highly practical, hands-on learning experience designed to help learning professionals embed Generative AI into real learning, capability and organisational development activities.

This is not an AI theory course. Participants will work directly with AI tools to design learning faster, improve engagement, personalise development pathways, and demonstrate measurable impact.

### Objectives

**This course will enable participants to:**

- Use Generative AI to design and develop learning content and programs
- Apply structured prompt frameworks (e.g., RTF, CREATE) to L&D scenarios
- Accelerate creation of learning materials, assessments and activities
- Generate capability insights from workforce and performance data
- Improve learner engagement through tailored and relevant content
- Support behaviour change and embed learning into the flow of work

### Who is this course for?

- L&D and OD Leaders
- Learning Experience Designers
- Capability & Talent Development Managers
- Change & Transformation Leaders

Participants should be practising L&D, OD or capability professionals and understand core learning and development concepts.

[>> Download the full Generative AI for L&D and Organisational Development Leaders brochure](#)

## Generative AI for Sales Teams



The **Generative AI for Sales Teams** course is a highly practical, hands-on learning experience designed to help sales professionals embed generative AI into everyday selling activities.

This is not an AI theory course. Participants will work directly with AI tools to generate leads, craft personalised outreach, prepare for meetings, design compelling presentations, and develop high-impact proposals that resonate with clients.

### Objectives

**This course will enable participants to:**

- Use GenAI to support sales activities across the pipeline
- Apply structured prompt frameworks (e.g., RTF, CREATE) to sales scenarios
- Generate personalised outreach, presentations and proposal content
- Design structured, persuasive sales presentations tailored to client needs
- Create compelling proposals that clearly articulate value and differentiation
- Improve meeting preparation and discovery questioning
- Maintain pipeline momentum through structured follow-ups
- Increase productivity by reducing time spent on administration and preparation

### Who is this course for?

- Account Managers & Business Development Managers
- Sales Executives and Client Engagement Leads
- Sales Leaders

Participants should be practising sales professionals and understand core sales processes (pipeline, qualification, closing).

[>> Download the full Generative AI for Sales Teams brochure](#)

## Generative AI for Marketing Teams



The **Generative AI for Marketing Teams** course is a highly practical, hands-on learning experience designed to help marketing professionals embed Generative AI into content creation, campaign design and audience engagement.

This is not an AI theory course. Participants will work directly with AI tools to generate content, refine messaging, personalise campaigns and improve speed to market.

### Objectives

**This course will enable participants to:**

- Use Generative AI to create and refine marketing content
- Apply structured prompt frameworks (e.g., RTF, CREATE) to marketing tasks
- Generate campaign ideas, messaging and copy
- Tailor content for different audiences and channels
- Improve speed and efficiency of content production
- Maintain brand tone and consistency using AI

### Who is this course for?

- Marketing Managers
- Digital Marketing Specialists
- Content Creators & Campaign Managers
- Brand and Communications Professionals

Participants should be practising marketing professionals and understand core marketing concepts (campaigns, audiences, channels).

[>> Download the full Generative AI for Marketing Teams brochure](#)

## Generative AI for Procurement



Procurement professionals are under increasing pressure to deliver faster, more informed outcomes while maintaining commercial rigour, compliance, and fairness. Generative AI presents a significant opportunity to reduce administrative workload, improve insight generation, and enhance consistency across procurement activities. The challenge is not whether to use AI, but how to use it in a way that supports better decision-making without compromising confidentiality, governance, or supplier integrity.

### Objectives

**This course will enable participants to:**

- Understand the relevance of AI to procurement activities
- Identify high-value, low-risk use cases across the procurement lifecycle
- Use generative AI to reduce administrative effort and improve consistency in outputs
- Apply structured prompting techniques tailored to procurement scenarios
- Analyse supplier information and procurement data more efficiently
- Recognise and manage risks related to confidentiality, bias, and compliance
- Establish clear boundaries for appropriate and inappropriate use of AI in procurement
- Confidently embed generative AI into everyday procurement workflows

### Who is this course for?

- Procurement Managers and Category Managers
- Procurement Business Partners & Strategic Sourcing professionals
- Procurement Operations and Contract Specialists
- Supply Chain and Commercial professionals

Participants should be practising procurement professionals with an understanding of core procurement processes.

[>> Download the full Generative AI for Procurement brochure](#)

## Generative AI for Accounts & Finance Professionals



The **Generative AI for Accounts and Finance Professionals** course is a highly practical, hands-on learning experience designed to use Generative AI and AI agents to automate routine tasks, improve accuracy, accelerate reporting, and enhance decision-making. Participants will work directly with AI tools to streamline financial workflows, produce insights faster, and reduce month-end pressure across their teams.

### Objectives

**This course will enable participants to:**

- Use AI tools to automate recurring finance tasks (AP, AR, reconciliations, month-end prep).
- Identify which workflows are best suited for AI-driven optimisation.
- Apply prompt engineering techniques to finance artefacts.
- Generate reports, commentary, insights, and dashboards using GenAI.
- Use AI agents to monitor compliance, controls, and exceptions.
- Understand risks: data privacy, security, ethics, and financial accuracy.

### Who is this course for?

- Accounts Payable and Accounts Receivable Officers
- Finance Analysts and Management Accountants
- Financial Controllers and Payroll Officers
- CFO support teams.
- Anyone involved in financial reporting, reconciliation, or compliance.

Participants should have a basic understanding of accounting processes and financial systems.

[>> Download the full Generative AI for Accounts & Finance Professionals brochure](#)



# PMI – CPMAI

## PMI Certified Professional in Managing AI

🕒 21 hrs    📄 Exam: Online    🖥️ Online | Self-paced | e-learning

Your license to lead the future of AI. With PMI-CPMAI™, you'll gain the tools to build with AI effectively, giving you the playbook to secure AI success. Whether you're already delivering AI initiatives or eager to start, this certification gives you the structure and credibility to turn innovation into measurable, lasting value. With PMI-CPMAI you'll learn how to:

- Turn bold AI visions into clear, achievable project plans
- Navigate fast-changing technologies without needing tool-specific training
- Unite cross-functional teams around a shared process
- Deliver outcomes that are ethical, measurable, and built to withstand business scrutiny

No matter your role (Project Manager, technologist, data expert, or consultant) PMI-CPMAI helps you grow your skills and your career in a market that rewards professionals and AI-savvy leaders.

### Objectives

#### M1 | The Need for AI Project Management

Discover why AI projects struggle, how iterative delivery supports success, and how CPMAI ensures ethical, effective outcomes.

#### M2 | Matching AI with Business Needs

Align AI solutions and strategy to real business needs, assess feasibility, define ROI, and set clear project scope.

#### M3 | Identifying Data Needs for AI Projects

Select data, ensure compliance, & build infrastructure to support AI, laying the groundwork for effective AI data management across the project lifecycle.

#### M4 | Managing Data Preparation Needs for AI Projects

Transform raw data into AI-ready inputs through quality checks, augmentation, and compliance controls.

#### M5 | Iterating Development and Delivery of AI Projects

Build & validate models, from machine learning to Gen AI.

#### M6 | Testing & Evaluating AI Systems

Test and monitor AI models, address drift, and ensure results are reliable, explainable, and aligned with goals.

#### M7 | Operationalising AI

Operationalise AI responsibly, manage governance, and plan for continuous improvement.

### PDUs

Earn **21 PDUs** toward maintenance of your other PMI certifications while completing this course:

- 7 PDUs Business Acumen
- 11 PDUs Ways of Working
- 3 PDUs Power Skills

If you already hold a PMP certification, the 21 PDUs earned will cover more than one-third of the PDUs required for renewal. They can also fully satisfy the Education PDU requirement for CAPM.



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