Transformation Pillar:
Applied AI & Agentic Transformation

Agentic AI in Practice: Building No-Code AI Agents

Design, Build, Test, and Govern AI Agents That Get Real Work Done

COURSE OVERVIEW

AI is moving from answering questions to getting work done. Agentic AI systems can plan steps, use tools, move information between systems, and complete multi-step tasks, with people approving the decisions that matter. This two-day, intensive, hands-on program shows non-technical professionals how to design, build, test, and govern AI agents using no-code tools.

Participants learn how agents work in practice: triggers, instructions, tools, memory, decision rules, and human approval points. They explore common agent design patterns, from simple assistants to multi-step and multi-agent workflows, and learn how to test agents, handle errors, measure value, and scale what works across the organization.

Pre-built templates, a guided sandbox, and a short pre-course setup checklist ensure every participant can build from the first session, whatever their technical background.

The program culminates in a capstone where participants build and demonstrate a working, multi-step AI agent for a process of their choice, complete with tools, human approvals, and an audit trail.

This program is delivered by world-renowned AI and Digital Transformation expert and author, **Mostafa Azzam**, who has extensive experience guiding organizations through the complexities of AI adoption and its impact on the future of work.

COURSE OBJECTIVES

By the end of the program, participants will be able to:

- **Explain** how agentic AI differs from chat-based AI, and where each fits.
- **Identify** processes that are good candidates for AI agents, and those that are not.
- **Design** agents with clear goals, instructions, tools, and decision rules.
- **Apply** common agent design patterns, including multi-step and multi-agent workflows.
- **Embed** human approval points, audit trails, and error handling in every agent.
- **Test**, measure, and improve agent performance and business value.
- **Build** and demonstrate a working, no-code AI agent for a real process.

COURSE METHODOLOGY

This program follows our decision-centered learning design, combining:

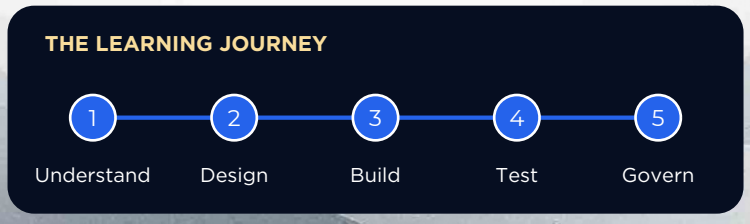
- **Opening Challenges:** Practical challenges that surface participants' assumptions before frameworks are introduced.
- **Expert-Led Briefings:** Concise, evidence-based input on concepts, frameworks, and emerging practice.
- **Case Studies and Simulations:** Realistic situations with genuine choices, where participants decide, defend, and reconsider.
- **Hands-on Activities:** Applying tools and frameworks, including AI tools, to participants' own work.
- **Ready-to-Use Tools and Templates:** Practical resources delegates can apply immediately in the workplace.
- **Capstone Project:** Build and demonstrate a working, multi-step AI agent with tools, approvals, and an audit trail.

WHO SHOULD ATTEND

This program is designed for:

- Professionals in any function who want to automate multi-step work
- HR, operations, and shared services teams
- Process improvement and transformation professionals
- Team leaders and managers responsible for productivity
- Digital, innovation, and AI champions

No coding experience is required. Completing an introductory AI program, such as AI for Business, is helpful but not essential.



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