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Digital Transformation & AI Skills Strategy

Preparing Leaders for the AI-Powered Future of Work - 1 day

FA-0175 · 1 day

Agentic & Generative AI

Introduction

This one-day workshop is designed for senior managers and department heads who must lead transformation, not merely navigate it. Drawing on over 30 years of industry experience, your instructor brings real-world, business-driven insights - not academic theory. As organisations confront rapidly-accelerating AI technologies, industry disruption and changing work-models are already underway. Understanding *how* AI works, *why* its impact is profound, and *what* it means for workforce skills and structure is no longer optional. In this workshop you will make sense of the hype (including terms like agentic AI and MCP), sketch a strategy for adoption, and begin to map how your teams and roles must evolve so your organisation remains competitive and future-proof.

Learning outcomes

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

- Explain the fundamental workings of modern AI technologies (including generative models, agents, tool-integration standards) and distinguish hype from practical capability.
- Assess how AI is transforming industry business models, workflows, roles and organisational structure - and what this means for their function.
- Understand the emerging concept of “agentic AI” - systems that act autonomously or semi-autonomously - and the significance this holds for operations, decision-making and workforce design.
- Recognise the role of standards such as the Model Context Protocol (MCP) in enabling next-generation AI integrations and why these matter for enterprise readiness.

- Identify how the future of work will shift: what workforce skills will change or emerge, how upskilling must be delivered, and how teams can become “AI-ready”.
- Begin drafting a high-level skills strategy for their department: what roles must evolve, what new capabilities need investment, and how to plan for adoption of AI tools with minimal disruption.

Prerequisites

- Participants should come with a basic understanding of their departmental workflows, major systems, KPIs and hurdles (e.g., in operations, planning, engineering, finance, commercial).
- No deep technical knowledge of AI is required - but participants should be open to challenge assumptions about current work-models and ready to engage in strategic discussion.
- Access to recent internal documents or data on your key processes (so you can ground discussion in real-world context) is recommended.

Training outline

1. Introduction

1. Why this workshop matters now: market forces, competitive disruption and the AI shift
2. Brief overview of AI’s evolution: from rule-based automation to machine learning to generative models

2. How AI Works - from Basics to Emerging Architectures

1. Machine learning fundamentals: supervised, unsupervised, reinforcement learning
2. Generative AI: large-language models (LLMs), image & multimodal models - what they can and cannot do
3. Tool-integration and workflow automation: bridging models to business systems
4. Emerging architectures: multi-agent systems, orchestration, goal-driven behaviour

3. Agentic AI - Why It Matters, What It Means

1. Definition of agentic AI: systems capable of autonomous or semi-autonomous action, planning and execution.
2. Key differentiators vs. traditional AI and generative assistants (planning, goal-setting, action on systems)
3. Industry examples - how organisations are piloting agents that go beyond prompts and response: autonomous decision loops, orchestration of tasks across systems

4. Implications for work-structure: roles may shift from doing tasks to supervising, auditing and orchestrating AI agents; decision rights and accountability will evolve

4. The Hype Layer - MCP and Beyond

1. What is the Model Context Protocol (MCP): an emerging standard allowing LLMs and AI agents to connect seamlessly to tools, data and systems.
2. Why it's gaining attention: enabling richer integration, moving AI from "response" to "action" mode.
3. Reality check: where MCP adoption stands, what risks (security, governance, integration) still exist.
4. Other hype words and frameworks: e.g., "agentic workforce", "AI-first organisation", "digital twin automation" - why they matter and how to treat them thoughtfully.

5. Impact on Industry & Organisational Structure

1. How AI is changing business models: faster decisions, hyper-personalised services, autonomous operations, new competitive dynamics
2. Workflow re-engineering: from sequential tasks to parallel orchestration, human-AI collaboration, "human-in-the-loop" to "human-on-the-loop"
3. Role evolution and talent implications: what will be automated, what will remain human, what new roles (e.g., prompt engineer, AI agent supervisor, data-ops lead) will emerge
4. Structuring for the future: agile teams, cross-functional hubs, data & AI governance, end-to-end ownership of AI-enabled processes

6. Upskilling the Workforce - Making Teams AI-Ready

1. Why upskilling matters: skills gap, speed of change and risk of falling behind
2. Framework for workforce readiness: foundational digital skills, AI-aware skills (data literacy, model literacy, prompt literacy), advanced AI/agentic literacy
3. Designing an upskilling roadmap: curriculum, hands-on labs, role-based pathways, micro-learning, peer networks
4. Measuring readiness and adoption: assessing baseline, tracking progress, embedding change in day-to-day work

7. Strategy & Action Planning (Hands-On)

1. Diagnosing your department: what are key workflows, pain-points, systems and data assets that AI could impact?
2. Mapping change: which roles will evolve, what new capabilities are needed, what partnerships or tools you should evaluate?

3. Upskilling plan: which skills do your people need, what training formats, how will you embed/practice, how will you measure?
4. Risk and governance: what governance model must be in place for safe and effective AI adoption (data ethics, agentic risk, human oversight)
5. Roadmap sketch: define immediate (0-6 months) steps, medium (6-18 months) outcomes, long-term (18+ months) vision for your team in the AI-enabled future

8. Wrap-Up & Next Steps

1. Recap of key concepts and reflections
2. Commitment: each participant defines one actionable initiative they will take back to their team
3. Q&A and open discussion: participants surface challenges, concerns and opportunities
4. Follow-up: how to use the output of this workshop (skills strategy, roles, roadmap) as input into the broader 3-year training plan

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