American Management Association®

Build AI Agents That Deliver Results

Learning Objectives

- Identify business opportunities appropriate for AI agents
- Design an agentic workflow with clear roles, boundaries, and human oversight
- Build or specify a simple no-code or low-code AI agent
- Test an AI agent for reliability, risk, and unintended consequences
- Develop a governed pilot with meaningful business measures
- Create your AI agent action plan.

From AI User to AI Builder

- Compare prompts, workflows, agents, skills, and automation
- Turn a one-off prompt into a repeatable workflow with review
- Choose a reasoning approach appropriate to the task
- Design and test a scheduled AI task with safeguards

Design the Agent: Plan Before Autonomy

- Define the agent's business outcome, trigger, users, and success criteria
- Design its steps, decisions, context, skills, and tools
- Select appropriate access, human review, and stop conditions
- Create and peer-review a practical agent design

Build the Agent

- Select a build, simulation, or specification path based on access
- Configure the agent's instructions, sources, and boundaries
- Run, refine, and peer-check sample cases against expectations
- Document controls, results, and unresolved issues for testing

Test and Govern

- Define expected results, permitted actions, and pass/fail criteria
- Test normal, edge, exception, misuse, and repeat scenarios
- Challenge security, prompt injection, and other agent risks
- Revise, retest, and document evidence for pilot readiness

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Launch, Measure, and Scale

- Plan a controlled pilot with owners, scope, approvals, and fallback
- Set meaningful KPIs with baselines, targets, and evidence
- Plan monitoring, incident response, user support, and maintenance
- Use pilot evidence to decide whether and how to scale

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