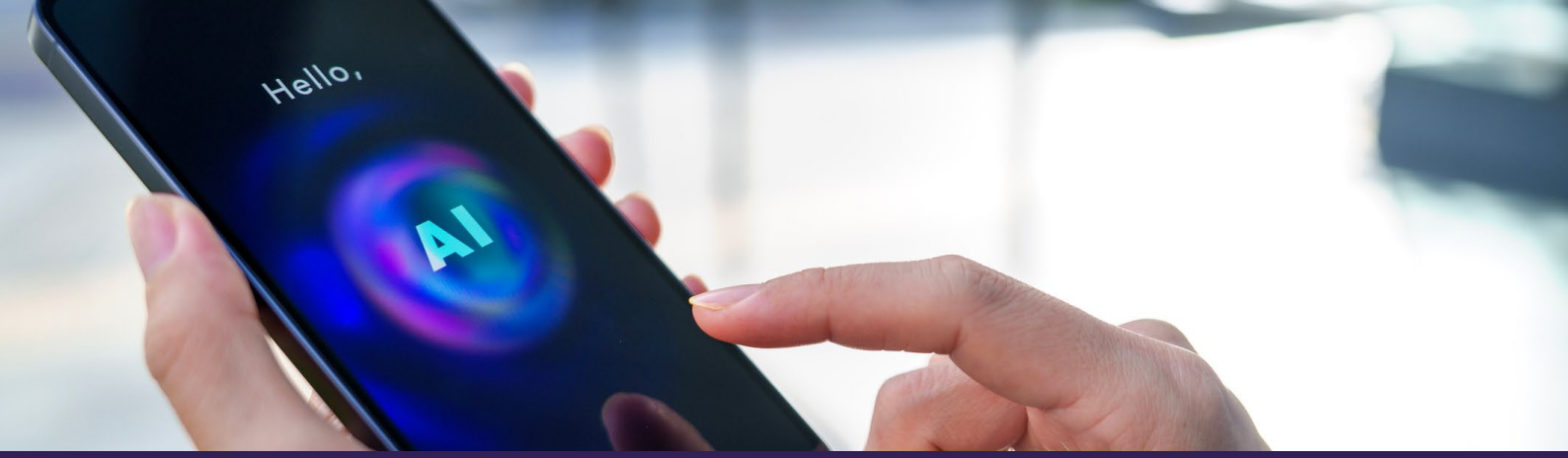
pm-partners

COURSE 3

Designing Human-Led Multi-Agent Workflows

Copilot ChatGPT Claude Gemini perplexity





AI CAPABILITY PROGRAM FOR PROFESSIONALS

The complete AI Capability Program for Australian professionals

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

COURSE 1

AI for business productivity

Build the judgment and workflows to make AI 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 & tested Single-Agent & a responsible pathway for workplace use.

COURSE 3

Designing human-led multi-agent workflows

- Determine when multiple agents are appropriate & 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.

YOU ARE HERE

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

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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: AI 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

AI tools are being 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

Designing human-led multi-agent workflows

As organisations consider multi-agent workflows for more complex work, they face a critical governance challenge: how can agents collaborate, exchange information and produce useful outputs without creating uncontrolled automation, unclear accountability or unacceptable risk? This hands-on, no-code course helps participants design a governed, human-led multi-agent workflow with defined agent roles, controlled handoffs, orchestration rules, permission boundaries, evaluation checks, escalation paths and final human approval. Participants leave with a practical Multi-Agent Workflow Operating Brief and toolkit for identifying and progressing responsible workflow opportunities within their organisation's AI governance requirements and approved tools.

Objectives

This course will enable participants to:

- Identify and scope a suitable multi-agent workflow opportunity within organisational governance boundaries
- Select an appropriate workflow pattern and recognise where complexity increases control requirements
- Define agent roles, responsibilities, information access, permission boundaries and accountable ownership
- Design controlled handoffs and an orchestration map with routing, stopping, escalation and human approval points
- Establish evaluation checks, judgement-agent review and a final human arbiter loop before outputs are used
- Assemble a first-version Multi-Agent Workflow Operating Brief to support responsible organisational review and implementation

Key topics

- When a multi-agent workflow is appropriate within an organisation's AI governance constraints
- Multi-agent workflow patterns: linear, parallel, review-loop, routed and collaborative
- Defining agent roles, decision rights, responsibilities, boundaries and accountable ownership
- Controlled handoffs, shared context, information-transfer rules and data-access limits
- Orchestration, routing, branching, looping, stopping points and human intervention
- Harnesses, connectors, MCP and observability as governance-relevant concepts
- Permission boundaries, approval gates, escalation rules and human arbiter decisions
- Workflow evaluation, judgement-agent checks, traceability and review evidence
- Applying the Agent Control Framework to prevent unmanaged multi-agent activity



Who is this course for?

This course is for professionals who understand the basics of using or designing a human-led AI agent and now want to explore workflows where multiple agents perform distinct roles towards an outcome. It is particularly relevant for people who need to balance AI-enabled productivity with governance, risk, compliance and accountability requirements. The course is designed for non-technical audiences, with no coding required, and can be applied using approved AI tools available within their organisation.

GOVERNMENT & PUBLIC SECTOR

- APS officers and managers seeking practical, governed uses of AI agents
- Policy advisors and analysts who prepare research, briefings and recommendations
- Program and project managers managing reporting, coordination and stakeholder communication
- Communications and engagement professionals producing recurring content and updates
- Corporate services and operations teams managing structured knowledge work

PRIVATE SECTOR & PROFESSIONAL SERVICES

- Managers and team leaders looking to improve repeatable team outputs
- Business analysts and process owners exploring AI-supported workflows
- Project, programme, change and transformation professionals
- Finance, HR, procurement and operations professionals with recurring work activities
- Legal, compliance and risk professionals seeking controlled AI support
- Knowledge workers and strategic advisors who want to move beyond one-off prompting

BYOD REQUIREMENTS

This is an immersive, hands-on course. Participants **must bring their work device with access to an approved AI platform used within their organisation.**

To gain maximum value from the course, participants should have access to organisational data, emails, files, meetings, collaboration tools and other relevant business systems, in accordance with their organisation's security and governance policies.

Participants who are unsure about their AI access, licences or permissions should check with their IT team before attending.

Participants should:

- Hold an active licence or subscription for an approved AI platform used within their organisation.
- Be a practising professional with at least basic familiarity with common workplace productivity tools and collaboration platforms.
- Have real workflow or recurring task they want to address through agent design
- No coding experience or technical AI background is required. The course is built for business professionals, not developers.



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 a structured two-stage arc. Agent thinking in the morning, agent building in the afternoon
- Complete design exercises in the companion app before opening Copilot Studio, so every build decision is deliberate
- Build and test agents directly in Copilot Studio using their own professional scenarios
- Participate in facilitated peer review activities. Reviewing each other's design canvases and governance cards
- Leave with five completed artefacts and a 30-day agent practice plan ready for immediate use

Course delivery options:

- Face-to-face at your organisation's premises
- Virtually via live online facilitation
- Customised for specific teams, divisions or professional cohorts

Learn more about our virtual training here.

Australia governance alignment

Responsible and ethical AI use is not a standalone module. It is embedded throughout every stage, from the Agent Design Canvas to the Agent Governance Card. Governance thinking is built into the design before any tool is used, so participants create agents that are accountable by design, not as an afterthought.

The course addresses responsible agent deployment in the Australian context, with reference to the Policy for Responsible Use of AI in Government, the DTA Guidance for AI Adoption, Six Essential Practices, and Privacy Act 1988 obligations for data handling in AI systems. Every agent built during the day includes a compliance check as part of the Agent Governance Card.

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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Faye Hughes
Public Training Sales Consultant



Hannah McGuire
Public Training Sales Consultant

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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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