



AI for Advanced Productivity

Program Overview

Individual AI use creates value, but organizations benefit when people, data, tools, and AI work together in a reliable process. This course helps managers and leaders turn promising use cases into tested AI-enabled workflows that teams can coordinate, evaluate, and improve.

Participants learn to select and prioritize AI projects based on value, feasibility, and risk; define scope, baselines, and success measures; and choose appropriately among copilots, automation, workflows, and agents. Working with an organizational process, they map decision points and handoffs, redesign human and AI responsibilities, define data and knowledge needs, and build a workflow or agent prototype. The course also addresses quality and reliability testing, human review and escalation, team roles, adoption, knowledge sharing, and implementation.

AI Literacy, Trends, and Personal Productivity is a prerequisite for this course.

Program Agenda

DAY ONE: RITU AGARWAL, PhD	Selecting and defining AI projects • Identifying suitable problems and candidate use cases • Prioritizing opportunities by value, feasibility, and risk • Defining project scope, baselines, and success measures • Choosing among copilots, automation, workflows, and agents • Building an initial business case
DAY TWO: HARANG JU, PhD	Workflow and prototype design • Mapping the current workflow and identifying decision points • Redesigning human and AI responsibilities • Defining data, context, prompts, tools, and knowledge sources • Designing human review, escalation, and exception handling • Building and testing a workflow or agent prototype • Evaluating quality, reliability, usability, and time savings
DAY THREE: HARANG JU, PhD	Team coordination and implementation • Defining team roles, project ownership, and decision rights. • Coordinating people, AI tools, and agents across handoffs. • Sharing prompts, skills, knowledge, and reusable artifacts. • Managing dependencies, adoption, and iteration. • Presenting the prototype and its performance evidence.