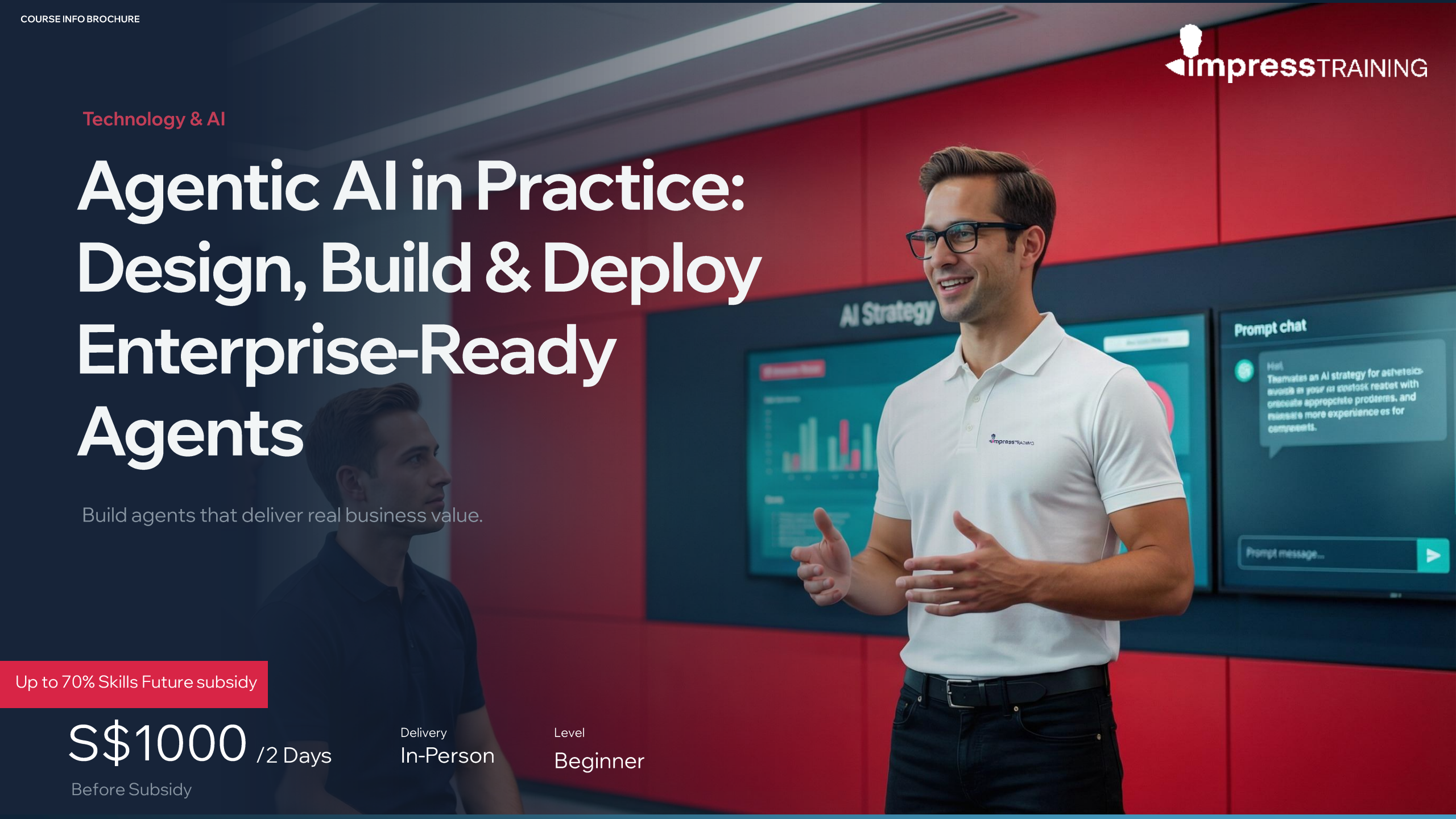
impressTRAINING

Technology & AI

Agentic AI in Practice: Design, Build & Deploy Enterprise-Ready Agents

Build agents that deliver real business value.



Up to 70% Skills Future subsidy

S$1000 /2 Days

Before Subsidy

Delivery

In-Person

Level

Beginner

About the Course

This beginner-level course equips professionals, managers, and executives to practically deploy Agentic AI without a software development background. The curriculum trains participants to transform businesses through innovation and embrace changes to drive improvements by introducing autonomous digital agents into enterprise operations. Learners will acquire hands-on skills to apply digitalisation to enhance efficiency and effectiveness of operational workflows, processes and practices using contemporary tools from Microsoft, Anthropic, and Google.

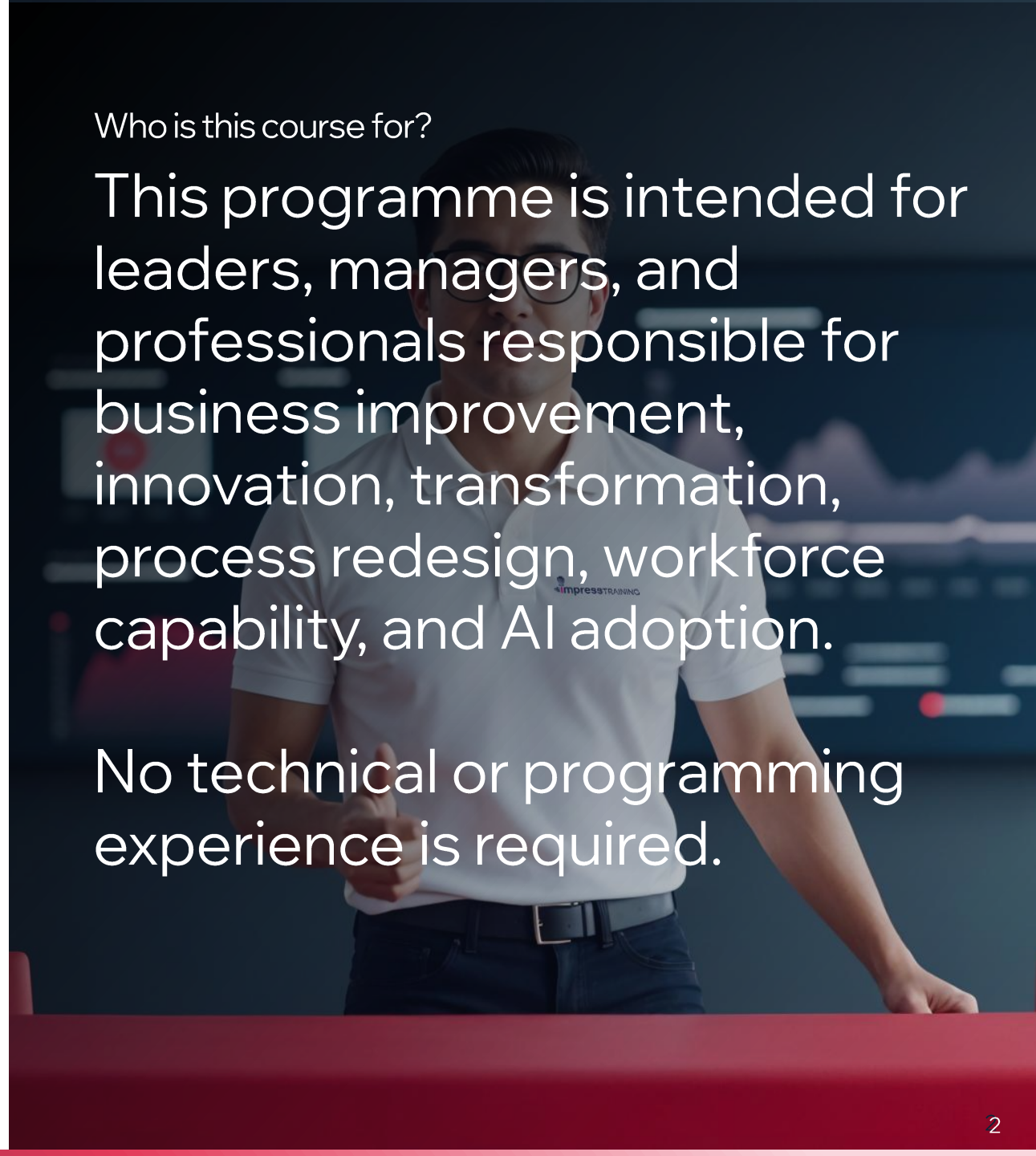
Crucially, the program balances operational efficiency with robust compliance, empowering organizations to establish and drive Artificial Intelligence Ethics and Governance frameworks to ensure compliance, manage risks and commercial benefits in product design. By the end of this course, participants will be equipped to design, build, and scale responsible, enterprise-ready AI solutions that deliver clear, measurable business value.

3 Takeaways

Design Agentic Solutions That Deliver Real Value

Master Context Engineering

Govern AI with Confidence.



Who is this course for?

This programme is intended for leaders, managers, and professionals responsible for business improvement, innovation, transformation, process redesign, workforce capability, and AI adoption.

No technical or programming experience is required.

Day 1

Here's what you get to learn in this course

The State of Agentic AI and Opportunity Discovery

Human-Agent Workflow Design

Context Engineering for Agents

Topic 1

The State of Agentic AI and Opportunity Discovery

Participants are introduced to AI assistants, automation, agents, and multi-agent systems, then classify real-world use cases. Participants analyse a business process and prioritise opportunities using a structured assessment framework.

By the end of this session, participants will be able to: Identify and evaluate opportunities to transform businesses through innovation and embrace changes to drive improvements across operational processes

Topic 2

Human-Agent Workflow Design

Learn how to design workflows where people and AI agents work together effectively. This session covers three operating models — human-in-the-loop, human-on-the-loop, and fully autonomous — along with common agent design patterns, so you know when to use each.

Participants will walk through a live example of an agent-enabled workflow in action. Then, working in groups, redesign a real business process — deciding who does what (human or agent), where decisions get made, how handoffs happen, and when issues should be escalated to a person.

By the end of this session, participants will be able to: Design systems that apply digitalisation to enhance efficiency and effectiveness of operational workflows, processes and practices

Topic 3

Context Engineering for Agents

This session introduces the building blocks that shape how well an AI agent performs: instructions, knowledge, memory, data, and tools. Through lecture and live demonstration, participant see how these elements work together — and what happens when they don't.

Participants examine real examples of context failures to understand common pitfalls, then apply what they've learned by designing the context requirements for their own agentic AI use case.

By the end of this session, participants will be able to: Structure context engineering assets to apply digitalisation to enhance efficiency and effectiveness of operational workflows

Course Topics

Day 2

Here's what you get to learn in this course

- Agent Development Lab
- Multi-Agent Systems and Agent Teams
- Evaluation, Governance and Control
- Enterprise Deployment and Adoption

Topic 1

Agent Development Lab

This hands-on session begins with an instructor demonstration, followed by a guided lab where learners build their own AI agent from the ground up. Participants configure a single agent with clear objectives and instructions, connect it to relevant knowledge sources and tools/actions, then test its performance — identifying problems and refining the solution through iteration.

By the end of this session, participants will be able to: Build and configure single-agent configurations that apply digitalisation to enhance efficiency and effectiveness of operational workflows

Topic 2

Multi-Agent Systems and Agent Teams

This session introduces how multiple AI agents can work together as a coordinated team. Through lecture and demonstration, learners explore specialist, supervisor and orchestration agents, along with common coordination patterns used to manage them.

Participants then design and configure their own multi-agent solution — defining agent roles, interactions, responsibilities, handoffs and escalation paths. The session closes with an evaluation of how agent collaboration can improve process performance and drive better business outcomes.

By the end of this session, participants will be able to: Architect multi-agent frameworks to transform businesses through innovation and embrace changes to drive improvements

Topic 3

Evaluation, Governance and Control

This session introduces the key concepts of agent risk, accountability, oversight and controls. Participants analyse simulated scenarios to identify potential risks and failure modes, then determine where human oversight and decision authority should sit.

Participants apply this by drafting governance policies and controls appropriate to real-world agentic AI deployments.

By the end of this session, participants will be able to: Establish and drive Artificial Intelligence Ethics and Governance frameworks to ensure compliance, manage risks and commercial benefits in product design

Topic 4

Enterprise Deployment and Adoption

This session combines a lecture and worked example with a hands-on roadmap workshop. Learners work through the key factors involved in enterprise-wide Agentic AI adoption — organisational readiness, operating model, stakeholder adoption, governance, implementation, and value measurement.

Participants then apply these factors to develop and present their own enterprise Agentic AI adoption roadmap.

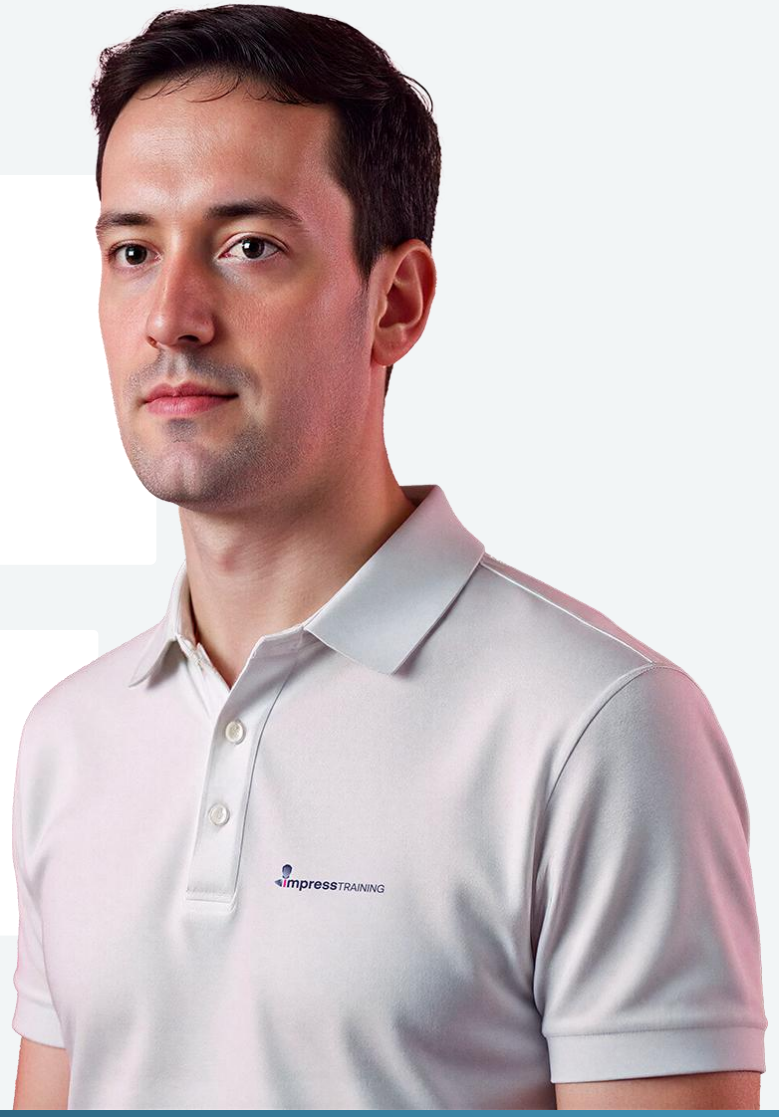
By the end of this session, participants will be able to: Develop an enterprise roadmap to transform businesses through innovation and embrace changes to drive improvements

Meet Our Trainer

Sam Cammiss

> Great course, insightful, and well-executed with real life examples. Very relevant. Highly recommended!
>
> **Dexter Ho,** Manager

> Incredibly in-depth knowledge of the subject matter, classes were interesting and engaging..
>
> **James Lee**, Consultant



Sam is a consultant and trainer specialising in the design, development, and deployment of applied AI solutions across corporates, government, and startup ventures.

He has held faculty roles in applied AI at Singapore Management University (SMU) Academy and the National University of Singapore Institute of Systems Science (NUS-ISS), where he teaches professionals how to translate AI into practical workplace impact.

Previously, as Director of Innovation at Deloitte Southeast Asia, Sam led the launch of AI-enabled ventures in Industry 4.0, Smart Cities, and FinTech spaces. His experience spans multiple sectors, including advertising, manufacturing, construction, pharmaceuticals, government, and financial services.

For More Information:

Find us at

Impress Training Pte Ltd.

8 Burn Road,
#04-11/12, Trivex,
Singapore 369977

Contact us at

(+65) 6636 9772

mail@impresstraining.com

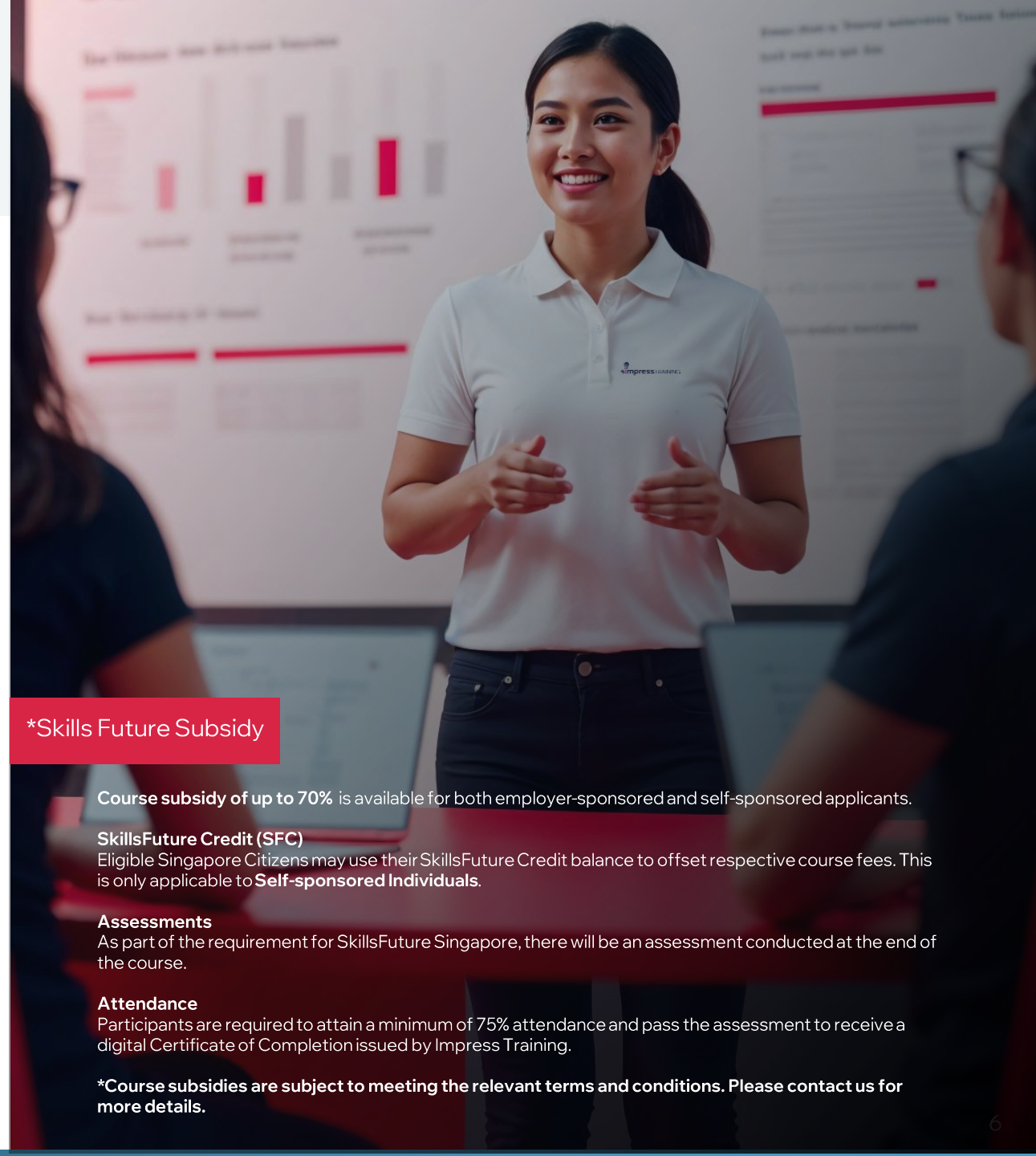
(+65) 8221 5898

www.impresstraining.com

Follow us on Instagram

Like us on Facebook

Watch us on YouTube



*Skills Future Subsidy

Course subsidy of up to 70% is available for both employer-sponsored and self-sponsored applicants.

SkillsFuture Credit (SFC)
Eligible Singapore Citizens may use their SkillsFuture Credit balance to offset respective course fees. This is only applicable to **Self-sponsored Individuals**.

Assessments
As part of the requirement for SkillsFuture Singapore, there will be an assessment conducted at the end of the course.

Attendance
Participants are required to attain a minimum of 75% attendance and pass the assessment to receive a digital Certificate of Completion issued by Impress Training.

***Course subsidies are subject to meeting the relevant terms and conditions. Please contact us for more details.**