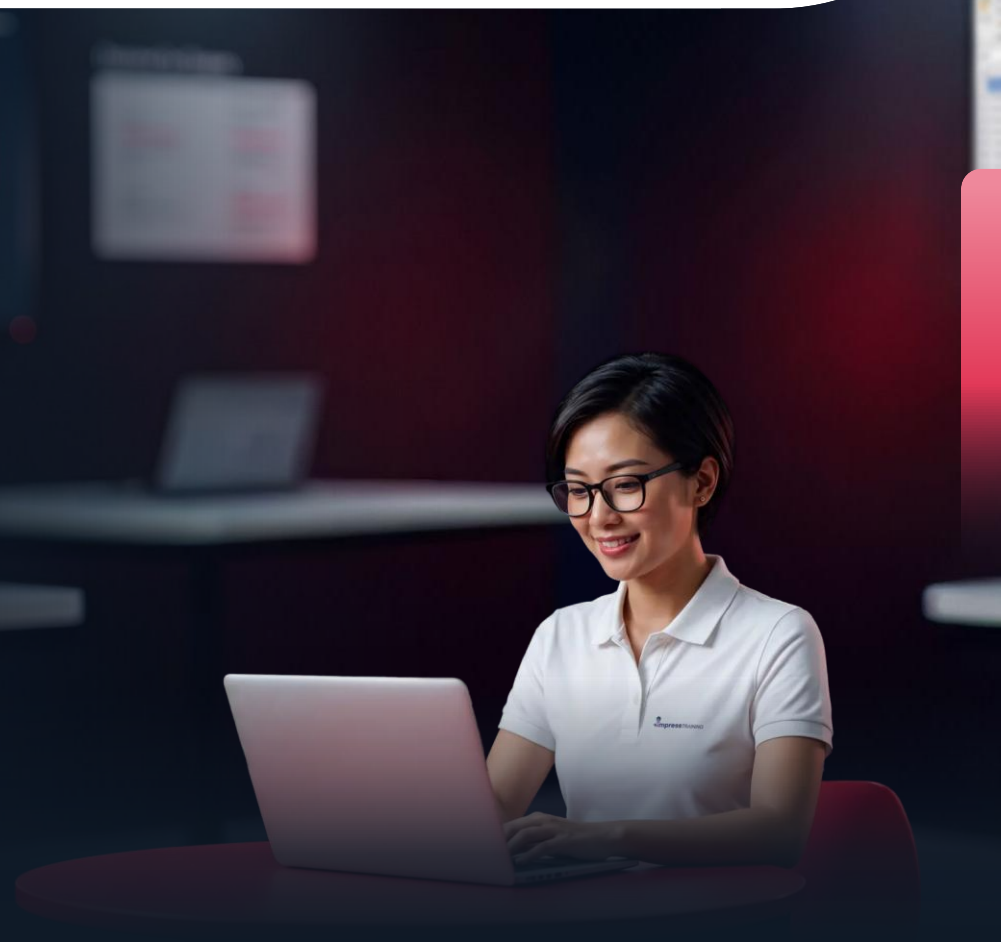
impressTRAINING

COURSE BROCHURE · TECHNOLOGY & AI

Build agents that deliver real business value

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

Up to 70% Course Subsidy



COURSE FEE
S$1,000
Before subsidy

DURATION
2 days

DELIVERY
In person

LEVEL
Beginner

COURSE OVERVIEW

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.



WHO SHOULD ATTEND

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

BEFORE YOU COME

- This course is particularly relevant for individuals seeking to identify opportunities for Agentic AI, design effective human-agent workflows, and govern AI-enabled operations.
- No technical or programming experience is required.
- Laptops and printed learner guides will be provided.

LEARNING OUTCOMES

What you'll learn

- **Identify and evaluate opportunities** to transform businesses through innovation and embrace changes to drive improvements across operational processes
- **Design systems that apply digitalisation** to enhance efficiency and effectiveness of operational workflows, processes and practices
- **Structure context engineering assets** to apply digitalisation to enhance efficiency and effectiveness of operational workflows
- **Build and configure single-agent configurations** that apply digitalisation to enhance efficiency and effectiveness of operational workflows
- **Architect multi-agent frameworks** to transform businesses through innovation and embrace changes to drive improvements
- **Establish and drive Artificial Intelligence Ethics and Governance frameworks** to ensure compliance, manage risks and commercial benefits in product design
- **Develop an enterprise roadmap** to transform businesses through innovation and embrace changes to drive improvements

KEY TAKEAWAYS

- **Design Agentic Solutions That Deliver Real Value**
- **Master Context Engineering**
- **Govern AI with Confidence**

COURSE OUTLINE

Day 1 topics



01 The State of Agentic AI + 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.

02 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.

03 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.

04 Context Engineering for Agents

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.

COURSE OUTLINE

Day 2 topics



05 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.

06 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.

07 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.

FEES, FUNDING AND DATES

Invest in your team

	Singapore Citizens & PR below 40 years old	Singapore Citizens 40 years old and above
Course fee	S$1,000	S$1,000
Funding support	50% · S$500	70% · S$700
You pay	S$500	S$300

Fees are per participant. Funding is for eligible participants who meet the attendance and assessment requirements.

CERTIFICATION

Attain at least 75% attendance and pass the assessment to receive a digital Certificate of Completion from Impress Training.

UPCOMING DATES

- 25–26 Nov 2026
- 4–5 Mar 2027
- 6–7 May 2027
- 12–13 Jul 2027
- 25–26 Oct 2027

DURATION
2 days

DELIVERY
In person

LEVEL
Beginner

MEET YOUR TRAINER

Sam Cammiss

> Easy to understand, with a good learning pace for gaining both knowledge and practical know-how."
>
> **James Tan, Supervisor**

> Very useful and applicable to current job scope. need practice to get it right.
>
> **Azri, Executive**

YOUR TRAINER

Sam is an applied AI consultant and trainer with experience designing and deploying AI solutions across corporate, government and startup environments. He has held faculty roles in applied AI at SMU Academy and NUS-ISS, helping professionals apply AI in practical workplace settings. Previously, as Director of Innovation at Deloitte Southeast Asia, Sam led AI-enabled ventures across Industry 4.0, Smart Cities and FinTech. His experience spans industries including manufacturing, construction, pharmaceuticals, government and financial services.



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***SKILLS FUTIRE 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.