Leading Wellbeing in AI-Enabled Workplaces Training Course: Workload, Monitoring and Trust

9 – 13 November 2026
London - Premier Inn Victorya

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Programme Summary

Wellbeing in AI-enabled workplaces is the subject of this one-week training course for senior HR leaders, heads of function and people directors at managerial level, ending in a wellbeing and AI operating brief for one organisational unit. Organisations now use AI to allocate work, track output and support decisions about people, often before anyone has tested the effect on workload, pace and trust. The programme moves from a psychosocial risk scan to workload, monitoring and change leadership, then a tested brief. Mars Training Centre UK delivers this programme on wellbeing in AI-enabled workplaces to mixed-organisation cohorts.

The Business Case

Teams adopt AI tools for scheduling, performance tracking and customer handling in separate projects. Employees then face faster pace, unclear rules about monitoring and doubts about how their data is used. Leaders who test these effects before and after rollout keep the productivity gains while protecting the people who deliver them.

- Absence and Turnover: Fall as workload and pace are reviewed alongside every automation decision.
- Workload Strain: Narrows as roles, handovers and interruption rules are redesigned with staff.
- Trust and Data Risk: Reduce as monitoring purposes, notices and fairness checks are agreed in advance.

Principles and Evidence Base

- ISO 45003 Psychosocial Health and Safety at Work: Provides the guidance on psychosocial risks applied in the risk scan of Sessions 1 and 2.
- Job Demands-Resources Model: Explains how job demands and available resources shape strain and engagement, used to map AI effects in Sessions 1 and 2.
- ISO/IEC 42001 AI Management Systems: Frames the oversight roles and documentation reviewed in Sessions 3 and 5.
- ISO 31000 Risk Management: Structures the risk entries and treatment choices used in Sessions 1 and 4.

Intended Participants

- People leaders who own policies on workload, monitoring and employee support.
- Heads of function who introduce AI tools into the daily work of their teams.
- Digital and operations leaders who select and configure tools that track or allocate work.
- Occupational health and safety leaders who oversee psychosocial risk.

Typical settings include financial services, healthcare, logistics and public sector organisations.

Learning Outcomes

1. Participants will be able to diagnose where AI already shapes workload, pace and monitoring in their organisation.
2. Participants will be able to evaluate psychosocial risks created by automation using a recognised guidance standard.
3. Participants will be able to construct a workload redesign that keeps roles and handovers clear.
4. Participants will be able to appraise monitoring practices against stated purpose, proportion and fairness.
5. Participants will be able to prioritise change and support measures for staff affected by AI tools.
6. Participants will be able to justify a wellbeing and AI operating brief to an executive committee.

Programme Structure

Day 1: Wellbeing in AI-Enabled Workplaces: Pressures and Oversight

Where does AI already shape work, and what strain does it create?

- AI Use Inventory for People Management
- Job Demands-Resources Mapping
- Technostress Signal Checklist
- Psychosocial Risk Scan
- Decision Rights Chart

Day 2: Workload and Pace Under Automation

Which tasks, rhythms and interruptions change when AI enters a role?

- Task Allocation Review
- Workload Redesign Canvas
- Pace and Interruption Audit
- Role Clarity Statement
- Productivity and Strain Trade-off Table

Day 3: Monitoring, Data and Trust

What may be tracked, for which purpose, and with what safeguards?

- Monitoring Purpose Test
- Employee Data Use Register
- Transparency Notice Draft
- Fairness Check for Algorithmic Decisions
- Staff Consultation Plan

Day 4: Leading People Through Change

How are managers and staff supported as AI changes their work?

- Change Impact Map
- Manager Conversation Guide
- Reskilling Pathway Outline
- Support Route Chart
- Wellbeing Indicator Set

Day 5: Operating Brief for One Organisational Unit

Do the earlier tools form one brief that a committee can approve?

- Applying the Session 1 Psychosocial Risk Scan
- Reviewing the Session 2 Workload Redesign Canvas
- Testing the Session 3 Monitoring Purpose Test
- Checking the Session 4 Wellbeing Indicator Set
- Completing the Operating Brief and Approval Note

Methodology

The programme uses case analysis built on a prepared unit file for one service organisation and one operations organisation, each with a team profile, sample AI-generated schedules, a monitoring description and staff survey extracts. Participants review the file in small groups and defend their rulings to peers acting as an executive committee.

- Suggested activity: Marking up an AI-generated schedule for pace and interruption risks.
- Suggested activity: Testing a monitoring proposal against its stated purpose.
- Suggested activity: Drafting a manager conversation for a team facing new AI tools.

Capstone Output

Each participant completes a wellbeing and AI operating brief for one organisational unit. It holds an AI use inventory, a psychosocial risk scan, a workload redesign, a monitoring rule set and a wellbeing indicator set. The brief is used at work to brief an executive committee, set conditions for new tools and plan consultation with staff.

Frequently Asked Questions

Is wellbeing in AI-enabled workplaces suitable for leaders without a technical background?

Yes. Wellbeing in AI-enabled workplaces is taught through a prepared unit file and templates. It assumes experience in people management, operations or risk, but no data science background or earlier work with AI tools.

Which standards does wellbeing in AI-enabled workplaces rest on?

Wellbeing in AI-enabled workplaces rests on ISO 45003 for psychosocial risk, the Job Demands-Resources model, ISO/IEC 42001 for AI management systems and ISO 31000 for risk management.

How is the brief on wellbeing in AI-enabled workplaces used at work?

You use the operating brief to brief an executive committee, set conditions for new AI tools and plan consultation with staff before rollout.

How does wellbeing in AI-enabled workplaces differ from a general leadership course?

Wellbeing in AI-enabled workplaces centres on workload, monitoring and trust once AI tools shape daily work, while a general leadership course covers broader management skills without that focus.