Designing and Building AI Agents for Administration and Training Management

17 – 21 October 2027
Amman

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Ref: 957_43034 **Date:** 17 – 21 October 2027 **Location:** Amman **Fees:** 3100 GBP

Programme Summary

This one-week programme is designed for training and administration managers who want to design, build and deploy AI agents that improve everyday administrative and training work. It is a hands-on workshop using Microsoft tools, focused on no-code and low-code solutions, and it ends with a complete practical project that prepares delegates to pass these skills on by delivering introductory courses on AI agents. Mars Training Centre UK delivers this programme in person, in Arabic, with English technical terms used where needed.

Learning Outcomes

1. Participants will be able to explain what AI agents are and how they work, and write effective prompts and instructions.
2. Participants will be able to identify and prioritise opportunities to use agents in administrative and training work.
3. Participants will be able to build an agent in Microsoft Copilot Studio and connect it to organisational documents through SharePoint.
4. Participants will be able to automate administrative procedures and approval flows with Power Automate, connected to Outlook, Teams, Excel and Word.
5. Participants will be able to test agents, govern them and verify the accuracy of their outputs.
6. Participants will be able to deliver the project "The Smart Assistant for the Assistant Director of Training Affairs" and prepare a plan to apply it at work.
7. Participants will be able to prepare and deliver an introductory course on AI agents.

Programme Structure

Day 1: Foundations of AI and Intelligent Agents

What is an AI agent, and where can it help administrative and training work?

- From Generative AI to Intelligent Agents: Components and How They Work
- Limits and Risks of Agents: Hallucination and Data Privacy
- Prompt Engineering: Role, Context, Task, Format and Constraints
- Advanced Prompting: Examples, Step-by-Step Reasoning and Iterative Refinement
- Opportunity Mapping: Ranking Agent Use Cases by Impact, Effort and Risk

Day 2: Designing and Building Intelligent Agents

How is an agent built in Copilot Studio and grounded in real documents?

- Microsoft Copilot Studio Interface and Core Design Concepts
- Writing Agent Instructions, Persona and Scope
- Knowledge-Based Agents That Answer from Databases and Documents
- Arabic Answer Tuning and English Terminology Handling
- Connecting to SharePoint: Document Library, Permissions and First Agent

Day 3: Automation and Integration

How are administrative procedures automated across Microsoft 365?

- Power Automate Flow Types, Triggers and Actions
- Outlook Automation: Processing Incoming Messages and Sending Replies
- Teams Notifications and Alerts
- Excel and Word Integration: Reading Data and Generating Documents from Templates
- Approval Workflows with Automatic Notifications, Error and Exception Handling

Day 4: Practical Applications in Administration and Training Affairs

How do agents support plans, follow-up, regulations and governance?

- Training Plans and Reports Assistant
- Tracking Departments, Trainers and Training Activities with Dashboards and Alerts
- Regulations and Decisions Agent with References to the Source
- Agent Testing: Question Sets and Acceptance Criteria
- Agent Governance: Accuracy, Human Oversight, Data Protection and Acceptable Use

Day 5: Practical Project and Training Readiness

Can the tools built across the week be combined into one working solution?

- Building the Smart Assistant for the Assistant Director of Training Affairs
- Combining a Knowledge Agent, Automation, Notifications and Reports
- Testing the Agent, Measuring Effectiveness and Improving It
- Workplace Implementation Plan: Phases, Permissions, Risks and Impact Measurement
- Delivering an Introductory Course: Training Kit, Workshop Exercises and Common Beginner Mistakes

Requirements and Arrangements

- The programme is delivered in person in Arabic by a trainer fluent in the language with practical experience in building AI agents.
- Delegates bring a laptop and an organisational Microsoft 365 account or a trial account. Mars Training can cover any other licences needed for the practical work for the duration of the course only.
- Delegates are advised to provide non-confidential sample documents and regulations in advance for use in the training.