Course 5: Agentic AI for SMEs

An Advanced Workshop on Building Autonomous AI Teammates

Course Prerequisites:

- Course 1: AI & Prompt Engineering for SMEs
- Course 2: AI-Powered Business Automation for SMEs

1. Course Overview

Welcome to the cutting edge of practical AI. This advanced workshop moves beyond single-prompt interactions and pre-defined workflows to explore the world of **Agentic AI**. An AI Agent is a system that can understand a goal, break it down into tasks, execute those tasks using various tools, and learn from the results—all with minimal human intervention. For an SME, this means creating autonomous "AI teammates" that can handle complex, multi-step processes like conducting market research, managing email inboxes, or even planning projects. This is not science fiction; it's the next evolution of automation. Participants will learn the fundamental concepts behind AI agents, explore user-friendly platforms for building them, and design their first agent to tackle a real-world business challenge.

2. Learning Objectives

Upon successful completion of this course, participants will be able to:

- **Remember & Understand:**
  - Define "Agentic AI" and explain how it differs from standard chatbots and simple automations.
  - Describe the core components of an AI agent: goal, planning, tools, and memory.
  - Identify the key opportunities and risks associated with deploying autonomous systems in an SME.
- **Apply:**
  - Use an agent-building platform to construct a simple AI agent with a clear goal and access to at least one tool (e.g., web search).
  - Write a high-level "master prompt" or constitution that defines an agent's purpose, constraints, and personality.
  - Provide feedback to a running agent to help it correct its course and improve its performance.
- **Analyze:**

- Deconstruct a complex business objective (e.g., "Find three potential new suppliers") into a process that an AI agent could execute.
- Compare the capabilities and user-friendliness of different agent-building platforms.

- **Evaluate & Create:**
  - Assess the suitability of a business process for being handled by an AI agent versus a standard automation workflow.
  - Design a complete blueprint for an AI agent tailored to their business, including its primary goal, required tools, and key performance indicators (KPIs).

3. Course Schedule & Modules

Total Duration: 8 hours (including breaks)

Time	Module	Topics & Sub-topics	Trainer Activity	Trainee Activity
9:00 - 10:00	**Module 1: The Future is Agentic**	- Welcome & The Next Leap Forward- **What is an AI Agent?** (Analogy: The Ultimate Intern)- **From Prompts to Processes:** The evolution of AI interaction- Showcase: Demos of impressive AI agents in action	- Set an inspiring and forward-looking tone- Show compelling video demos of agentic systems- Facilitate a discussion on the implications of this technology	- Share their biggest success from the Automation course- Group discussion: "What if an AI could do that entire workflow by itself?"
10:00 - 11:15	**Module 2: Anatomy of an AI Agent**	- **The Agentic Loop:** Plan -> Act -> Observe -> Learn- **Core Components:** - **Goal:** The mission statement - **Tools:** The agent's skills (search, email, etc.) - **Memory:** Short-term and long-term context- **The "Constitution":** Setting the rules of	- Use clear diagrams to explain the agentic loop- Break down a sample agent's components (e.g., a "Research Agent")- Provide a template for an agent's constitution	- **Activity:** In groups, sketch out the components for an agent that could solve a common business problem (e.g., a "Meeting Scheduler Agent").

		engagement		
11:15 - 11:30		**Coffee Break**		
11:30 - 12:30	**Module 3: Introduction to Agent Platforms**	- **The No-Code Agent Revolution**- **Platform Showcase:** A guided tour of 1-2 user-friendly agent-building platforms (e.g., MindStudio, AgentGPT, or similar emerging tools)- **Key Concepts:** Tool integration, goal setting, agent monitoring	- Provide an overview of the current market for agent platforms- Live demo: Building a very simple "Hello World" agent on one platform- Explain the core UI and concepts of the chosen platform	- Follow the live demo on their own accounts- Successfully run the simple "Hello World" agent
12:30 - 13:30		**Lunch Break**		
13:30 - 15:00	**Module 4: Hands-on Lab: Build Your Research Agent**	- **Project Goal:** Create an agent that can research a topic, find 3 key sources, and write a summary.- **Step 1:** Define the Goal & Constitution- **Step 2:** Grant Tools (Web Search)- **Step 3:** Run, Monitor, and Refine	- Act as a facilitator and technical guide- Provide a detailed worksheet with step-by-step instructions- Troubleshoot common issues and showcase participant successes	- **Activity:** Guided, hands-on session. Each participant builds and tests a Market Research Agent for a topic relevant to their business.
15:00 - 15:15		**Coffee Break**		
15:15 - 16:30	**Module 5: Advanced Concepts & Risk Management**	- **Agent-to-Agent Collaboration:** The future of work?- **Memory & Learning:** How agents get smarter- **The "Off Switch":** Governance, oversight, and managing risk- **Cost**	- Discuss more advanced, future-facing concepts- Lead a critical discussion on the ethical and security implications of autonomous	- Brainstorm a process that could involve two different agents collaborating- **Activity:** Develop a simple "Risk Checklist" for deploying their

		& ROI: Understanding token consumption	systems- Explain how agent usage translates to cost	first agent.
16:30 - 17:00	**Module 6: Your Agentic AI Roadmap**	- **Blueprint Your Next Agent:** From idea to plan- **Crawl, Walk, Run:** A phased approach to adoption- Final Q&A and Course Feedback	- Provide a template for an "Agent Blueprint"- Summarize the key steps for getting started safely- Inspire participants to continue experimenting	- **Activity:** Use the blueprint template to outline their next, more ambitious agent project.- Set a goal for a small agentic experiment in the next month.

4. Resources & Materials

- **Hardware:** Participants must bring their own laptops.
- **Software/Accounts:**
  - Pre-registered accounts on the specific agent-building platform(s) chosen by the trainer.
  - Access to AI model APIs (e.g., an OpenAI API key) may be required depending on the platform, with clear instructions provided beforehand.
- **Handouts:**
  - Agent Anatomy Diagram.
  - Agent Constitution Template.
  - Step-by-Step Lab Guide for the Research Agent.
  - Agent Risk Checklist.
  - Agent Blueprint Template.