

BUSINESS & OPERATIONS

People and AI Agents

Practice delegating, reviewing, and deciding when your team also includes AI agents. Responsibility stays with people.

An agent can propose. Only a person decides, and has to explain why.

People and AI Agents is realistic practice in scenarios where colleagues and AI agents produce information and proposals, sometimes conflicting. Participants assign tasks with goals, constraints, and review points, compare the outputs, look for gaps and disagreement, manage uncertainty, and decide when human judgment or a team discussion is needed. Every decision is explained and traceable: the simulation always distinguishes a system's proposal from the human decision.

4
CRITERIA OBSERVED IN EVERY SESSION

2
PROPOSAL AND DECISION, ALWAYS SEPARATE

40+
LANGUAGES, ONE STANDARD

THE PROBLEMS WE SOLVE FOR CORPORATIONS, INTERNATIONAL ORGANIZATIONS, AND PUBLIC BODIES

01 — DELEGATION WITHOUT CRITERIA

Agents get tasks nobody would give a junior without a brief

Teams hand work to AI agents with no goal, constraints, or review points, then accept the output as it comes. Practicing briefs and checkpoints makes delegating to agents as deliberate as delegating to people.

02 — BLURRED ACCOUNTABILITY

When the agent is wrong, nobody signed the decision

Decisions drift toward whatever the system proposed, and responsibility becomes unclear. Scenarios that always separate the proposal from the human decision keep accountability where it belongs, and make it traceable.

03 — CONFLICT AND UNCERTAINTY

Colleagues and agents disagree, and the leader has no method

Contradictory proposals, partial evidence, time pressure: the default is to pick the most confident voice. Practice gives leaders a repeatable way to ask for evidence, name assumptions, and decide.

TARGET AUDIENCE

Team leaders and middle managers, project managers, operations and supply chain, finance, HR, IT and digital, customer service; executives sponsoring AI adoption; public bodies and international organizations. For teams that already work, or will soon work, with AI agents.

FORMAT

Online, in the classroom, or in immersive rooms, without headsets. Scenarios with AI agents and avatar colleagues built on your cases, roles, and tools; individual and team sessions; debriefs with a mentor. Agent autonomy, approved tools, and oversight criteria are set with you. Integrated with your learning platform.



INSIDE PEOPLE AND AI AGENTS

Assign. Check. Decide. And be able to explain why.

01 **Assign the work**

Define the goal, constraints, roles, information access, and review points, for colleagues and for agents. Say what the agent may do on its own and what needs a check.

02 **Assess the outputs**

Compare the agents' outputs with the colleagues' contributions: look for gaps, unsupported claims, and disagreement. Ask for more evidence before deciding.

03 **Decide and explain**

Revise the delegation, involve experts, and give reasons for the final decision. One example: conflicting proposals on an operational priority, and a leader who names the assumptions and redistributes the work.

04 **Observe and repeat**

Four criteria in every session: clarity of tasks and responsibility, review of AI outputs, handling of conflict and uncertainty, traceability of the human decision. Scenarios change by function, sector, and agent autonomy.

WHAT YOU GET

Realistic scenarios
Your cases, with agents and avatar colleagues.

A delegation method
Brief, constraints, and review points for agents too.

Traceable decisions
Proposal and human decision always separate.

Observed leadership
Four criteria, per person and team.

Start with one team

Choose one team that already uses, or is about to use, AI agents, and the three decisions they take most often with their help. Share the tools and the level of autonomy you allow. We build the scenarios, the team practices for a few weeks, and we look together at how briefs, checks, and decisions changed.

WORKS WITH AI FOR EVERYONE

AI for Everyone builds the individual habit of verifying what AI returns; People and AI Agents takes it to the team level, where delegation, conflict, and accountability come into play.

PART OF A LARGER OFFER

People and AI Agents is one of the five e-REAL solutions for Business & Operations, with Conversation Mastery, Smart Hiring, AI for Everyone, and Expert Knowledge. Start with one, add the others when you are ready.

LET'S TALK

Book a demo on www.e-real.net or propose a team for a pilot.

CONTACT

Danils Vanags
danils@logosnet.org

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