

AI Chief of Staff

Programme

Building Exceptional Hybrid Talents for the AI Era

Become significantly more capable with AI and develop the foundations to help make AI work inside your organisation.

Personally taught and led by Huy Nguyen Trieu across all eight days in Singapore.

Supercharging the people who will accelerate AI impact from within.

AI is advancing faster than organisations can redesign how work gets done. Individuals can now research, analyse, build and automate at unprecedented speed, yet most organisations still lack enough people who can connect these capabilities to real priorities, workflows and responsible implementation.

The AI Chief of Staff Programme is an intensive, in-person experience that supercharges high-potential professionals, future leaders and domain experts to become that bridge - combining domain expertise, AI capability, systems thinking and organisational judgement to build practical solutions and help their organisations benefit from AI faster.

WHAT PARTICIPANTS DEVELOP

- The mental models to understand an exponential AI environment.
- Disciplined proficiency with leading AI tools for research, analysis, communication and execution.
- Systems thinking to redesign complex work as structured human-AI workflows.
- The ability to build and test practical tools, applications and agentic systems.
- The judgement to contribute credibly to organisational AI initiatives and leadership discussions.

FOUR PRACTICAL OUTPUTS

- | | |
|------------------------------|------------------------------------|
| Personal AI Operating System | High-Performance AI Workflow |
| AI System Prototype | AI Chief of Staff Impact Blueprint |

Participants who complete the programme and its four applied outputs receive a CFTE Certificate of Completion and a digital badge. The programme does not claim to create a complete enterprise AI leader in eight days: it develops the foundations, practical capabilities and organisational judgement required to begin operating in this way.

THE PROGRAMME IN BRIEF

4 consecutive weekends	8 full days	20 selected participants
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Singapore, in person

5-6, 12-13, 19-20 and 26-27
September 2026

PROGRAMME FEE **SGD 8,000**

FINAL APPLICATION DEADLINE

28 August 2026

CREDENTIAL

CFTE Certificate of Completion and digital badge

POST-PROGRAMME SUPPORT

Founding Cohort Network and 90-day implementation clinic

ALL EIGHT DAYS

Personally taught and led by Huy Nguyen Trieu

Someone who understands both frontier innovation and organisational reality

Senior leadership inside complex financial institutions, hands-on work with more than 80 ventures through SuperCharger, and thought leadership on how AI is changing jobs and organisations.

AI is changing capability faster than organisations are changing how they work.

The Third Wave of AI is moving beyond prediction and content creation towards systems that can reason across tasks, use tools, build applications and carry out multi-step work.

This shift is compounded by exponential progress. Capabilities improve quickly, new tools appear continuously and activities that once required specialists or teams can suddenly be performed by one capable professional.

THE INDIVIDUAL CHALLENGE

- How do professionals understand what is changing without being driven by hype?
- How do they rethink their work rather than simply automate old tasks?
- How do they develop genuine proficiency rather than occasional tool use?

THE ORGANISATIONAL CHALLENGE

- How do organisations turn individual experimentation into shared value?
- How do they avoid fragmented tools, duplicated work and unmanaged risk?
- How do they create the infrastructure, standards and judgement required for responsible execution?

THE THIRD WAVE OF AI

FIRST WAVE Prediction

AI classifies, forecasts and scores. Value comes from better decisions inside existing processes.

SECOND WAVE Creation

AI drafts, summarises and generates. Individuals become markedly faster at knowledge work.

THIRD WAVE Cognitive autonomy and execution

AI reasons across tasks, uses tools and carries out multi-step work. The unit of change becomes the workflow, not the task.

AI can create supercharged individuals. But without judgement, systems and operating discipline, organisations do not become supercharged, they become fragmented.

From linear assumptions to exponential thinking.

Most professionals and organisations plan linearly, assuming that tomorrow will look broadly like today. AI is evolving differently, and that changes how work should be approached.

LINEAR ASSUMPTIONS	EXPONENTIAL THINKING
Optimise existing tasks	Reimagine how outcomes can be achieved
Plan from current constraints	Plan from rapidly expanding possibilities
Treat AI as another software tool	See AI as cognitive and execution capability
Define work through fixed professional boundaries	Combine human and machine strengths dynamically
Wait for certainty before acting	Experiment early while learning continuously

Linear planning is not wrong, it is simply calibrated for a slower environment. It assumes the constraints of today will still describe the work of next year.

Exponential thinking does not mean acting without evidence. It means testing early, learning at scale and keeping judgement close to execution.

A capability model, not a job title.

The programme is called AI Chief of Staff because the traditional Chief of Staff model brings together a distinctive combination of capabilities: proximity to important decisions, a cross-functional perspective, structured judgement, influence without authority and the ability to translate ambition into action.

In the AI era, these capabilities are becoming valuable far beyond the formal Chief of Staff role. The programme is not designed specifically for people who hold, or intend to hold, a formal Chief of Staff role.

AN AI CHIEF OF STAFF MAY BE

- A high-potential professional being prepared for broader responsibility
- A future leader who needs to understand how AI changes work and organisations
- A domain expert who can identify where AI creates real value
- An innovation or transformation professional connecting stakeholders and execution
- A trusted operator working across functions on ambiguous or important problems

THIS IS NOT WHAT IT REQUIRES

- Holding, or moving into, a formal Chief of Staff role
- Becoming the Chief AI Officer
- Becoming the enterprise architect
- Being the organisation's most technical specialist

WHY THE MODEL TRAVELS

The Chief of Staff model became influential in fast-moving technology environments, including Silicon Valley, because it captured a specific kind of leverage: someone close to decisions, working across functions, bringing structure to ambiguity.

In the AI era, more chief executives are turning to that same capability to help navigate complexity and hold execution together. This is why the idea is becoming more important again, and why it is useful well beyond the role itself.

Proximity to important decisions
A cross-functional perspective
Structure brought to ambiguity
Influence without authority
Intent translated into execution

The capability sits at the intersection of four areas.

Four capabilities that rarely sit together in one professional, and that increasingly define who can make AI work inside an organisation.

Domain Expertise

Deep understanding of the field, its real problems, workflows, constraints, stakeholders and sources of value.

AI Capability

The ability to research, analyse, create and execute with AI at a level that materially expands what one person can accomplish.

AI Chief of Staff

Systems Thinking

The ability to translate complex work into structured workflows, identify dependencies and design reliable human-AI systems.

Organisational Judgement

The ability to identify the right opportunities, navigate stakeholders and translate capability into responsible organisational progress.

Not a role. Not a title. A way of operating in the AI era.

For professionals with the potential to play a meaningful role in their organisation's AI future.

The programme is designed for high-potential professionals, future leaders and experienced domain specialists who already bring strong professional value and want to combine it with emerging AI capability.

01

High-potential professionals
People who learn quickly, take ownership and are expected to contribute beyond their current role.

02

Future leaders
Professionals being prepared for broader responsibility, who need to understand how AI changes work, teams and performance.

03

Domain experts
People with deep knowledge of an industry, function or workflow who can recognise where AI creates real value.

04

Innovation and transformation professionals
People expected to explore possibilities, connect stakeholders and move promising ideas into practice.

05

Trusted operators
Professionals asked to work on ambiguous, cross-functional problems who influence without formal authority.

THE STRONGEST PARTICIPANTS TEND TO

Be highly curious and motivated to learn quickly
Understand how their organisation works
Be willing to experiment, practise and build

Communicate effectively with practitioners and leaders
Work across teams and professional disciplines
Apply the learning immediately to real work

Neither a formal Chief of Staff role nor a technical background is required. Domain knowledge, curiosity and judgement matter more than technical credentials.

Stronger individual capability. More credible organisational contribution.

FOR THE PARTICIPANT

- Think differently about exponential AI change.
- Use AI tools more systematically and effectively.
- Improve the quality and speed of professional work.
- Structure complex activities as workflows and systems.
- Build and test practical tools and agentic solutions.
- Contribute to more strategic and higher-value work.
- Engage more confidently with leaders, technologists and other stakeholders.
- Build visible evidence of applied AI capability.

FOR THE ORGANISATION

- A professional better equipped to identify meaningful AI opportunities.
- Practical workflows and prototypes tied to real work.
- Stronger connection between domain needs and technological possibilities.
- Greater awareness of implementation, governance and adoption requirements.
- Better-informed leadership discussions.
- Reduced risk of fragmented experimentation and shadow AI.
- Credible quick wins that build evidence and momentum.
- A stronger foundation for a coherent AI operating model.

WHAT THE PARTICIPANT BRINGS BACK

01 A tested AI-enabled workflow tied to a real professional activity.	02 A functioning prototype demonstrating what is practically possible.
03 An assessment of one relevant organisational opportunity.	04 A practical 90-day action plan covering stakeholders, risks and next steps.
05 An executive recommendation grounded in evidence and judgement.	06 A Personal AI Operating System that continues improving after the programme.

Participants also receive a CFTE Certificate of Completion and digital badge after completing the programme and its four applied outputs.

A meaningful capability shift across four intensive weekends.

The programme is designed to move participants beyond informal experimentation and towards a more disciplined, practical and organisationally aware way of working with AI.

1

Understand the shift

Develop the mental models for an exponential AI environment.

2

Work systematically

Build disciplined personal AI capability.

3

Design and test

Create practical workflows, tools and agentic systems.

4

Begin contributing credibly

Support organisational implementation with evidence and judgement.

A DIRECTION OF TRAVEL, NOT AN INFLATED PROMISE

The programme develops the foundations, practical capabilities and organisational judgement associated with an AI Chief of Staff. It is the beginning of a professional journey, supported by tangible work that participants can continue developing after the programme.

From experimenting with AI, to working systematically, to building practical evidence and contributing more credibly inside the organisation.

More than a curriculum. A rare, high-touch learning experience.

The value of the programme comes not only from what is taught, but from the combination of personal leadership, a carefully selected cohort, intensive applied work, direct feedback and continued implementation support.

Personally led throughout

Huy Nguyen Trieu personally teaches and leads all eight days, ensuring continuity across mindset, tools, systems, building and organisational application.

A carefully selected cohort of 20

Participants bring different professional, industry and organisational perspectives, creating a strong environment for serious exchange and peer learning.

Build, test and apply

Participants create workflows, tools, agents and an organisational recommendation connected to real professional work.

Frontier capability

Tools, examples and expert contributions are updated immediately before delivery to reflect the fast-moving AI landscape.

Direct challenge and feedback

Participants receive direct challenge and feedback on their thinking, systems, prototypes and organisational recommendations.

A founding cohort that continues

Participants join a continuing professional network, retain access to shared cohort resources and reconvene for a 90-day implementation clinic.

Become one of the people your organisation increasingly turns to on AI, because you understand what is changing, use the tools well, build practical evidence and bring structured judgement to decisions.



Huy Nguyen Trieu

Co-founder, CFTE

200k+
participants

130
countries

SELECTED BACKGROUND

Author, *The AI-fication of Jobs*

Former Managing Director, Citi

Founding Partner, Supercharger, Asia's largest fintech accelerator

First Fintech Resident Expert, Oxford Saïd Business School

Industry Fellow, Imperial College Business School

Graduate of MIT and École Polytechnique

Experience across large organisations, frontier innovation and the future of work.

Personally taught and led across all four weekends, the programme draws on Huy Nguyen Trieu's unusual combination of senior leadership inside large organisations, hands-on experience at the frontier of technology and a record of identifying important shifts before they become mainstream. He advises governments, central banks and financial institutions on building AI capability at scale.

He understands how large organisations work

Before founding CFTE, Huy was a Managing Director at Citi in London, with first-hand experience of how complex, regulated, multinational organisations make decisions, manage risk and translate priorities into execution. This grounds the programme in organisational reality.

He has worked at the frontier of innovation

As Founding Partner of Supercharger, Asia's largest fintech accelerator, he worked with more than 80 startups, including Crypto.com and Funding Societies, giving close proximity to founders, emerging business models and rapid technological change.

He identifies important shifts and turns them into practical impact

As the author of *The AI-fication of Jobs*, one of the earliest structured analyses of AI and employment, he has explored the rise of Supercharged Professionals and the need to connect individual AI capability with organisational operating models. He is the creator of the Performance Hexagon, CDE Innovation Prism, AI Capability Engine and SHIME frameworks, which participants use during the programme.

"The question is no longer what AI can do. It is what capable people and organisations can do with it."

In a technology-driven world, we bet on people

CFTE is a global capability platform helping people, organisations and institutions develop the capabilities required for a rapidly changing world. It was founded on a simple belief: technology does not transform organisations by itself.

Transformation happens when people understand what is changing, develop the confidence and capability to respond, and are supported by systems that let them turn new possibilities into real value. CFTE translates important shifts into practical capabilities.

OUR ETHOS

People before technology Technology will keep changing. The lasting advantage comes from people who can understand it, use it responsibly and adapt as the world evolves.	From frontier change to practical capability CFTE identifies important shifts early, makes them understandable and turns them into frameworks, programmes, tools and applied experiences.
Capability, not passive knowledge Learning should change what people can do. Participants reflect, experiment, build, apply and contribute rather than consume content.	Individual progress and organisational impact Capable individuals are essential but not sufficient. CFTE connects personal capability with leadership, systems, governance and organisational conditions.

A GLOBAL AND DIVERSE COMMUNITY

- Governments and public institutions
- Education and universities
- Regulators and central banks
- Corporations and financial institutions
- Professional and industry bodies
- Technology and innovation ecosystems

WHY CFTE CREATED THIS PROGRAMME

It brings together work on the future of jobs and talents, Supercharged Professionals, AI proficiency, systems thinking, agentic AI, organisational operating models and institutional transformation.

The objective is not simply to help people use AI, but to help them become more capable, more thoughtful and better able to create meaningful impact around them.

200,000+

professionals reached

130+

countries represented

1,500+

experts and practitioners in CFTE's global network

Six connected capabilities for the AI era.

01

Understanding the Exponential Shift

Understand why exponential progress differs from linear change, and how it affects professional work, organisations and society.

WHY IT MATTERS

New tools cannot be used effectively with old assumptions. Participants need the mental models to recognise structural change without being driven by hype.

02

Becoming a Supercharged Professional

Develop the mindset and practical AI proficiency to research, analyse, communicate, create and execute at a significantly higher level.

WHY IT MATTERS

Understanding AI conceptually is not enough. Capability comes from repeated use, disciplined practice and the judgement to choose the right approach.

03

Thinking in Systems and Designing Better Work

Translate complex work into clear objectives, inputs, decisions, dependencies, controls and repeatable workflows.

WHY IT MATTERS

Reliable AI performance comes from the quality of the system around the AI, not from isolated prompts.

04

Building with AI

Use AI-assisted coding, vibe coding, automation and rapid prototyping to turn ideas into practical solutions.

WHY IT MATTERS

AI has dramatically reduced the distance between an idea and a working prototype, letting professionals test opportunities quickly.

05

Working with Agents and Autonomous Systems

Understand and build systems that plan, use tools and carry out meaningful multi-step work with appropriate human oversight.

WHY IT MATTERS

Agentic AI represents a shift from assistance towards execution. Professionals need to understand both its potential and its limits.

06

Turning AI Capability into Organisational Impact

Connect personal capability and AI systems to organisational priorities, implementation, governance, infrastructure and leadership.

WHY IT MATTERS

Supercharged individuals do not automatically create a supercharged organisation. Coordination, standards and ownership remain essential.

A cumulative journey from mindset to organisational impact.

Each weekend builds on the last, and each ends with a practical output the participant can use. The full day-by-day curriculum is set out in the appendix.

WEEKEND 1

5-6 September
2026

The Exponential AI Era and Personal Tool Mastery

Understand the significance of the current AI shift and rapidly develop stronger proficiency with leading AI tools.

OUTPUT Personal AI Operating System

WEEKEND 2

12-13 September
2026

High-Performance Work, Systems Thinking and AI-Assisted Building

Move from proficient tool use to structuring complex work and building repeatable AI-enabled solutions.

OUTPUT High-Performance AI Workflow

WEEKEND 3

19-20 September
2026

Agentic AI and Autonomous Execution

Move from structured workflows to systems that plan, use tools and carry out multi-step work.

OUTPUT AI System Prototype

WEEKEND 4

26-27 September
2026

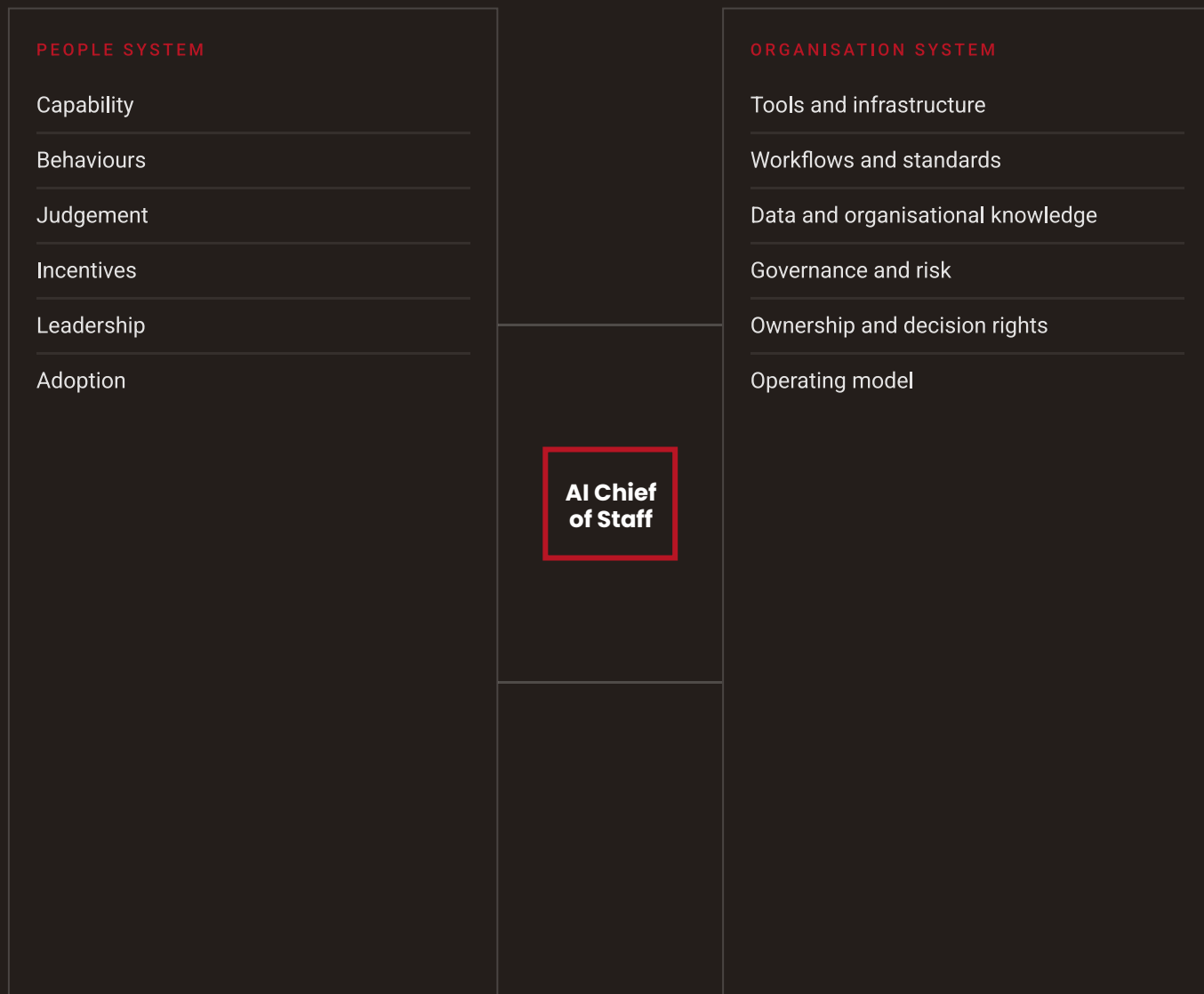
The AI Chief of Staff in Action

Translate personal capability and AI systems into organisational progress and a practical path to implementation.

OUTPUT AI Chief of Staff Impact Blueprint

Supercharged people are not enough. The organisation must evolve too.

Individual AI capability creates experimentation, learning and momentum. The organisation system determines whether that capability becomes coordinated value or uncontrolled fragmentation.



EACH REINFORCES THE OTHER

The people system determines whether professionals have the capability and incentives to work differently. The organisation system determines whether that work can be shared, governed and sustained.

THE ROLE OF THE AI CHIEF OF STAFF

- Recognise where personal capability is creating useful momentum
- Identify where shared infrastructure, standards or ownership are missing
- Help connect leadership intent with practical execution
- Bring evidence from workflows and prototypes into organisational decisions
- Support coordination without pretending to replace specialist technology, data or risk teams

The AI Chief of Staff helps connect increasingly capable people with the conditions required for responsible value creation.

Not theory alone. A portfolio of practical work.

01

WEEKEND 1

Personal AI Operating System

A structured set of tools, prompts, instructions, knowledge assets and working practices for performing at a higher level with AI.

02

WEEKEND 2

High-Performance AI Workflow

A clean, tested and repeatable workflow that improves an important professional activity.

03

WEEKEND 3

AI System Prototype

A functioning agent, autonomous workflow or AI-enabled application performing meaningful multi-step work.

04

WEEKEND 4

AI Chief of Staff Impact Blueprint

A credible path for translating an AI opportunity into organisational progress, including a prototype, implementation plan, operating-model requirements and executive recommendation.

CERTIFICATE AND DIGITAL CREDENTIAL

Recognition of applied completion

Participants who attend the programme and complete its four applied outputs receive a CFTE Certificate of Completion and a digital badge.

The credential recognises completion of the programme and its applied work. It does not represent appointment to, or professional accreditation for, a formal Chief of Staff role.

CREDENTIAL WORDING

AI Chief of Staff Programme

Applied AI Capability, Systems Thinking and Organisational Execution

Singapore Founding Cohort 2026

A direct connection to the participant's organisation.

The programme is built around one real challenge from the participant's own organisation, carried through all four weekends.

BEFORE

The participant identifies one meaningful professional or organisational challenge, ideally in discussion with their manager.

DURING

The challenge is progressively analysed, redesigned, prototyped and considered through an implementation lens.

AFTER

The participant presents the recommendation and 90-day plan to their manager or leadership team, and can use the subsequent implementation clinic to review progress and challenges.

The organisation receives practical evidence, not only course attendance.

An intensive experience built around practice, challenge and exchange.

WHAT PARTICIPANTS SHOULD EXPECT

Live frontier demonstrations	Intensive tool laboratories	Guided reflection and peer coaching
Systems-thinking workshops	Workflow design	AI-assisted building
Agent and prototype development	Peer review and exchange	Executive simulations
Applied work between weekends	Direct feedback from Huy and selected experts	

BEYOND THE FOUR WEEKENDS

A cohort that continues beyond the programme.

- Access to a private Founding Cohort community
- Continued access to shared prompts, workflows and cohort resources
- Opportunities to exchange practical progress and organisational challenges
- A 90-day implementation clinic led by Huy
- Invitations to selected future CFTE AI Chief of Staff and frontier-AI sessions

The objective is to support participants as they move from programme outputs towards application inside their organisations.

This is not a passive learning experience. Participants will experiment, build, receive feedback and apply the learning to real professional challenges.

Personally led, with selected practitioners from CFTE's global network.

Huy leads the full programme and provides its intellectual and practical continuity.

A small number of practitioners are selected from CFTE's network of more than 1,500 experts.

Contributions may cover agentic AI, product and workflow development, organisational transformation, governance and real-world deployment.

Experts are selected to deepen the journey and respond to the needs of the cohort, not to deliver disconnected guest lectures.

1,500+

experts in CFTE's global network

THE COHORT

A carefully selected cohort of 20

The small cohort enables meaningful direct interaction, strong peer learning and feedback on individual workflows, prototypes and organisational challenges. Participants bring different industry, functional and organisational perspectives to the programme.

A carefully selected cohort

The process confirms fit, clarifies what each participant wants to achieve and builds a strong environment for serious learning and exchange.

- 1

Short application questionnaire

Professional background and responsibilities
Current use of AI
Objectives for the programme

An important workflow or organisational challenge
Perspective on AI's opportunities and risks
Willingness to engage in practical work
- 2

Individual discussion with Huy

A short conversation to understand objectives, clarify expectations and confirm programme fit.
- 3

Cohort confirmation and preparation

Accepted participants receive preparation guidance, tool requirements and pre-work.

PROGRAMME INFORMATION			
Dates	5-6, 12-13, 19-20 and 26-27 September 2026	Format	Four consecutive weekends, eight full days
Location	Singapore	Cohort	20 selected participants
Programme lead	Huy Nguyen Trieu	Programme fee	SGD 8,000
Final deadline	28 August 2026	Credential	CFTE Certificate of Completion and digital badge
Support	Founding Cohort Network and 90-day implementation clinic		

The programme is scheduled across four weekends to minimise disruption to professional responsibilities. Participants should expect eight full days of intensive participation and applied work between weekends.

Developing the professionals who will help organisations make AI work

Expressions of interest are now open for the Singapore Founding Cohort

TO APPLY OR REQUEST FURTHER INFORMATION

sg@cfte.education

Please email sg@cfte.education with your name, organisation, role and a brief description of why you are interested in the programme.

Applications will be reviewed on a rolling basis. The final application deadline is 28 August 2026.

cfte.education

CFTE

Programme Details

The full day-by-day curriculum for each of the four weekends, including the practical output produced and the applied work carried out between weekends.

WEEKEND 1 The Exponential AI Era and Personal Tool Mastery Day 1 · Understanding the shift Day 2 · Personal tool mastery	WEEKEND 2 High-Performance Work, Systems Thinking and AI-Assisted Building Day 3 · Systems thinking for the AI era Day 4 · High-performance work and building with AI
WEEKEND 3 Agentic AI and Autonomous Execution Day 5 · Understanding and designing agentic systems Day 6 · Building and testing an agentic system	WEEKEND 4 The AI Chief of Staff in Action Day 7 · From prototype to organisational capability Day 8 · Contributing as a credible AI adviser and change agent

FORMAT

4 weekends
8 full days

DATES

5-6, 12-13, 19-20 and 26-27
September 2026

COHORT

20 selected participants
Singapore, in person

PROGRAMME FEE

SGD 8,000

The Exponential AI Era and Personal Tool Mastery

Purpose: Understand the significance of the current AI shift, reflect on what it means for professional capability and rapidly develop stronger proficiency with leading AI tools.

DAY 1 - UNDERSTANDING THE SHIFT

The Third Wave of AI

- AI as prediction, creation, cognitive autonomy and execution, and exponential versus linear progress
- First- and second-order effects, and distinguishing structural change from hype
- How expertise and professional advantage may change

The AI-fication of Jobs and Talents

- How AI changes tasks, roles and professional performance
- The rise of the Supercharged Professional, and who may thrive in a world shaped by AI
- Why human capability remains central: expertise, judgement, creativity, influence and systems thinking

Understanding yourself in the AI era

- The Performance Hexagon and the SHIME reflection framework
- Identifying strengths, development priorities and the capabilities to build
- Peer discussion and guided reflection in small groups

The individual and the organisation

- Why capable individuals do not automatically create capable organisations
- The risks of knowledge and methods remaining inside individuals
- Personal capability versus organisational resilience
- The role of the AI Chief of Staff in connecting the two

DAY 2 - PERSONAL TOOL MASTERY

How AI tools work

- Foundations of large language models, with their strengths, limits and failure modes
- Context, instructions, model behaviour and selecting the right tool

Structured prompting and context design

- Moving beyond conversational prompting
- Task, context, constraints and output structure, with iterative improvement
- Research and analytical prompts
- Reusable instructions and project environments

Intensive professional application

- Deep research, evidence-based synthesis and document analysis
- Structured thinking and decision preparation
- Writing, communication and presentations
- Files, data, images and multimodal inputs

Building shared cohort capability

- Creating and sharing high-value prompts, workflows and working practices
- Building an AI-assisted second brain and reusable knowledge environment

PRACTICAL OUTPUT

Personal AI Operating System

A structured toolkit of AI tools, prompts, instructions, knowledge assets and working practices that the participant can apply immediately.

BETWEEN WEEKENDS

Participants apply their Personal AI Operating System in real work, document what improves and identify activities that would benefit from a more systematic workflow.

High-Performance Work, Systems Thinking and AI-Assisted Building

Purpose: Move from proficient tool use to a more disciplined way of structuring complex work, improving professional performance and building repeatable AI-enabled solutions.

DAY 3 - SYSTEMS THINKING FOR THE AI ERA

Core principles

- Translating a complex world into an understandable system
- Defining outcomes, actors, inputs and constraints, and understanding dependencies
- Identifying feedback loops and unintended consequences
- Separating symptoms from underlying structures and effects

From tasks to workflows

- Mapping an activity from beginning to end
- Decomposing complex work into stages and decisions
- Identifying information flows and hand-offs
- Locating bottlenecks, friction and failure points
- Understanding where quality is created or lost

Designing human-AI systems

- Determining what people should do and what AI should do
- Designing human review and escalation
- Balancing speed, quality, control and accountability
- Making systems understandable and reusable by others

Applied systems laboratory

- Participants map a professional activity and redesign it using systems-thinking principles

DAY 4 - HIGH-PERFORMANCE WORK AND BUILDING WITH AI

AI for higher-quality professional work

- Advanced research and synthesis
- Structured analysis and decision preparation
- Challenging assumptions and alternative perspectives
- Identifying missing information
- Scenario development and recommendation building
- Creating professional-quality outputs

Building repeatable workflows

- Converting a successful interaction into a reusable workflow
- Combining tools and models, embedding quality checks and testing consistency
- Documenting the system for reuse by others

AI-assisted building

- The principles of vibe coding
- Using AI-assisted development environments
- Building simple applications and tools
- Rapid prototyping, testing and iteration
- When to build, configure or use an existing solution

PRACTICAL OUTPUT

High-Performance AI Workflow

A clean, tested and documented workflow that improves an important professional activity and demonstrates disciplined systems thinking.

BETWEEN WEEKENDS

Participants apply the workflow, collect evidence of performance and identify which parts could be automated or developed into an agentic system.

Agentic AI and Autonomous Execution

Purpose: Move from structured workflows to AI systems capable of planning, using tools, accessing information and carrying out meaningful multi-step work.

DAY 5 - UNDERSTANDING AND DESIGNING AGENTIC SYSTEMS

From prompts to agents

- Prompts versus workflows versus agents
- What genuinely makes a system agentic
- Planning, task decomposition, reasoning and execution loops
- Memory and context
- Autonomy and human oversight

The architecture of agentic AI

Models	Instructions
Tools	Memory and context
Data	Orchestration
Monitoring	Escalation

Connecting AI to the real world

- APIs and external services
- Model Context Protocol
- Organisational data and knowledge
- Applications and productivity tools
- Authentication and permissions
- Agent builders and orchestration platforms

Designing the system

- Participants translate a real workflow into an agentic architecture with clearly defined responsibilities, tools, controls and human intervention points

DAY 6 - BUILDING AND TESTING AN AGENTIC SYSTEM

Building

- Orchestration platforms
- No-code and low-code agent builders
- AI-assisted development
- Connecting models to tools and data
- Creating execution logic
- Designing useful interfaces and outputs

Testing

- Realistic scenarios and edge cases
- Hallucinations and incorrect actions
- Incomplete information and tool failures
- Inconsistent outputs

Reliability and control

- Human-in-the-loop design
- Approval and escalation
- Guardrails, monitoring and evaluation
- Documentation and maintainability
- Deciding where autonomy should stop

PRACTICAL OUTPUT

AI System Prototype

A functioning agent, autonomous workflow or AI-enabled application that performs a meaningful multi-step task.

BETWEEN WEEKENDS

Participants test the prototype with realistic or real users, identify organisational dependencies and prepare it for implementation analysis.

The AI Chief of Staff in Action

Purpose: Translate personal capability and AI systems into organisational progress, informed leadership support and a practical path towards implementation.

DAY 7 - FROM PROTOTYPE TO ORGANISATIONAL CAPABILITY

Selecting the right opportunities

- Identifying use cases from real workflows
- Augmentation, automation and transformation; impact versus feasibility
- Quick wins versus strategic initiatives
- Organisational readiness, risk, value and success measures

The people system and organisation system

- People: capability, behaviours, judgement, incentives, leadership and adoption
- Organisation: tools, infrastructure, workflows, standards, data, governance, ownership and operating model

Avoiding the team-of-freelancers problem

- Individual tools versus shared platforms, and personal versus institutional knowledge
- Shadow AI and uncontrolled experimentation
- Fragmented data, processes and methodologies
- Creating common standards without blocking innovation

Implementation design

- Stakeholder and dependency mapping
- Pilot scope and implementation sequencing
- Ownership and accountability
- Value and success measures

DAY 8 - CONTRIBUTING AS A CREDIBLE AI ADVISER AND CHANGE AGENT

Supporting leadership

- Understanding leadership priorities and framing AI in business terms
- Communicating opportunity without hype
- Explaining uncertainty and risk
- Showing progress through practical quick wins
- Building credibility through judgement and execution

Influence without authority

- Working across business, technology, data, risk and leadership
- Translating between different professional languages
- Building coalitions
- Managing resistance and competing priorities
- Bringing people into the change

Advising on action

- What to pursue now, experiment with, prepare for, or pause and avoid
- How to move from prototype towards responsible implementation

Executive simulation

- Participants present a recommended initiative to a simulated leadership group, respond to challenge and refine their proposal through structured feedback

PRACTICAL OUTPUT

AI Chief of Staff Impact Blueprint

A practical proposal covering the priority opportunity, prototype or quick win, expected value, implementation sequence, stakeholders, infrastructure, governance, risks, a 90-day action plan and an executive recommendation.

AFTER THE PROGRAMME

Participants prepare to discuss the blueprint with their manager or leadership team and identify the next practical step.