



Building AI Agents for L&D

A high-impact, two-part program that helps L&D rapidly design, build, and launch custom learning agents to 10x team capacity and accelerate org-wide transformation.

LEVEL 3



25 participants



Virtual or F2F



2x 3.5-hour sessions



Why do you need this?

L&D teams are being asked to do more with less, and much of the work is repeatable: content drafting, scheduling, feedback analysis, learner comms. AI agents can handle a lot of it – but knowing where to start is the hard part.

This workshop teaches your L&D team how to design, build, and deploy real AI agents for everyday learning tasks. Your team leaves with a working agent prototype and a clear plan for what to do next.

Business outcomes

- Offload repetitive L&D admin to AI agents.
- Remove bottlenecks in content development and program logistics.
- Boost team capacity without increasing headcount.
- Turn L&D knowledge and materials into automated, reusable workflows.

By the end of this program you will

1. Understand the capabilities and limitations of AI agents for L&D work.
2. Identify and prioritize high-value agent use cases across the learning lifecycle.
3. Design and build a working AI agent prototype using your authorized tools.
4. Leave with a clear plan for building and scaling AI agents in your L&D team.

Delivered in your tech stack:



100%

of participants reported increased confidence in using AI

How it Works

- Structured workflow that takes you from idea to deployment of an AI agent for your L&D team.
- Two expert facilitators to guide you through with tips, tricks, and examples.
- Hands-on activities using your company authorized tools (Copilot, Claude, Lovable etc).
- Application task between sessions to embed practice into your work.
- Includes a takeaway prompt pack and simple frameworks to repeat the process.
- Adapted to your AI maturity and industry.

Application Task:

Between Part 1 and Part 2, test your prototype agent with your peers and team. Gather early stage feedback to help you improve.



"Highly engaging, with an interactive delivery that kept participants involved. The use of real-world tools and examples made the session practical and applicable to daily work, enhancing both relevance and efficiency."

Maria Clower, World Bank Group

Learner Journey



Part 1: Design & Build (4 hours)

1. Intro to AI Agents

Learn what AI agents are, where they deliver value, and how they differ from AI assistants. Introduce the L&D brief we will work on.

2. Define Your Agent

Map your L&D workflows to identify high-impact ideas. Then create a clear agent use case and map out its scope, role, and boundaries.

3. Give Your Agent a Brain

Ground your agent in relevant L&D knowledge: course catalogues, competency frameworks, learner data, and design templates using retrieval (RAG) patterns.

4. Give Your Agent Tools

Connect your agent to L&D tools and systems. Define triggers, actions, and simple workflows so the agent can take meaningful action.

Part 2: optimize & Deploy (4 hours)

5. Rebuild Your Agent

Take feedback from testing with your team and peers, and run through the agent build process again, refining and improving.

6. Test and Optimize Your Agent

Test your agent against realistic scenarios then finalise its prompts, rules, and guardrails to improve reliability and performance.

7. Live Demos and Feedback

Demo your working agents to the group. Reflect and share lessons learned. Get extra power user tips from the expert facilitators.

8. Roadmap

Identify your next priority agent opportunities and define a clear, practical plan for piloting and scaling agents in your L&D team.