



AI for Managers III: Decision Making and Leadership

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Course Overview: What does this course involve?

This equips managers to use AI as a genuine thinking partner in solving process problems - not a shortcut, but a way to see a process clearly, find its real bottleneck, generate and stress-test fixes, and prove the case for change. Delegates learn to use structured AI prompting to explore scenarios, compare options and challenge their thinking, while retaining ownership of the problem, the decision and the business case. They leave with a repeatable method they can apply to any recurring process pain point, plus practical confidence using AI as part of their decision-making process.

"AI can help you see more possibilities, but better decisions still depend on knowing the right problem to solve, asking better questions and proving what will work."

Who Should Attend this Course?

This course is ideal for:

- Managers and team leads accountable for a recurring process or workflow
- Operations, project and functional leads looking to justify improvement spend upward
- Anyone stepping into AI-assisted decision-making for the first time and wanting a structured, low-risk way in

Duration: 2 Hours

Learning Outcomes

By the end of this 2 hours workshop, participants will be able to:

- Map any process end-to-end using backward (reverse) mapping to reveal steps forward-mapping misses.
- Diagnose the true bottleneck in a process using the 5 Whys technique and recognise early warning signals.
- Apply structured AI-prompting techniques - scenario planning, comparative prompting and backward prompting - to generate and evaluate fixes.
- Build a short, credible ROI case to justify a proposed fix to senior stakeholders.
- Assign clear ownership and a simple monitoring habit so a process improvement sticks.

Content

Topic	Details
Mapping the Process	We start by working backward from the finish line, mapping a shared example step by step until every stage of the process is visible. This reverse approach surfaces detail that forward mapping quietly skips over, giving every delegate a common reference point before they apply it to their own process. We use AI to challenge a process map, identify potentially overlooked steps and explore the process backwards from the desired outcome. Topics include: • Reverse (backward) process mapping • Working from end-point back to start • Spotting the steps forward-mapping misses
Diagnosing the Real Bottleneck	Here we use the 5 Whys technique to dig past symptoms and find the bottleneck that is actually worth fixing. We also introduce early “canary” signals - the easy-to-miss warning signs that a bottleneck is forming before it becomes a real problem. We use AI to challenge the initial diagnosis, ask alternative “why” questions and explore whether the identified problem is actually the root cause or simply a symptom.

Topic	Details
	Topics include: • The 5 Whys technique • Recognising early warning signals • Separating symptoms from root causes
Generating Fixes with AI	With the bottleneck named, we bring AI into the room as a genuine thinking partner. Delegates see how free and paid tools compare side by side, then apply structured prompting approaches - scenario planning, comparative prompting and backward prompting - to their own process problem. We use AI as a genuine thinking partner through scenario planning, comparative prompting and backward prompting to generate, compare and stress-test potential solutions. Topics include: • Comparing AI tools honestly (free vs paid) • Structured AI-prompting techniques • Turning AI output into a workable fix
Building the Case	We help delegates build a short, credible case for their fix - one they could paste into an email or say out loud in a budget meeting. The focus stays on the three numbers that matter: what the bottleneck costs, what the fix costs, and how quickly it pays back. We use AI to pressure-test the logic of a proposed business case, identify assumptions and anticipate stakeholder objections around cost, value and payback. Topics include: • Framing cost, fix cost and payback • Anticipating pushback on cost • Making an honest, defensible estimate
Making It Stick	We close by giving delegates a simple way to stop a hard-won fix from quietly reverting. Using a three-part Owner, Signal, Habit plan, each delegate leaves with clear ownership, one thing to monitor, and one recurring moment where that gets checked. We use AI to help translate the Owner, Signal, Habit approach into a practical

Topic	Details
	monitoring routine that keeps the improvement visible and reduces the risk of the process reverting. Topics include: • Assigning clear ownership • Setting one simple monitoring signal • Building a check-in habit into existing routines

Why Choose This Course?

Individual Benefit: Managers gain a repeatable, four-step method for fixing process problems, plus real confidence using AI as a genuine decision-making partner rather than just a chat tool.

Team Benefit: Teams get faster, better-justified fixes to recurring process pain points, without waiting on a full-scale improvement project.

Organisational Benefit: The organisation builds practical AI literacy exactly where it earns a return - in improving the processes and decisions managers can prove pay back.

Continue reading to learn more about our optional add-on's, and to find the outline for this course's specific Afterburner. Contact us should you have any queries or need assistance, we're standing by to take your call!

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)[Enneagram: Insight to Action](#)