The AI Agent Workforce: How to Automatize Organizational Workflows

An Introduction Course for Executives

Course Overview

Date: 2. – 3. March 2027

Format: In Person

Language: English

Location: St. Gallen

This two-day executive course provides managers with a practical understanding of how AI agents can automate workflows, increase productivity, and deliver measurable return on investment. Designed for participants with limited programming experience, the course focuses on identifying suitable use cases, understanding how AI agent systems work, and evaluating their organizational impact.

Participants will learn how modern AI agents—such as those enabled by platforms from OpenAI, Microsoft, UiPath, and Salesforce—can perform complex business tasks, support employees, and transform operational models. The course combines strategic frameworks, real-world examples, and basic technical concepts to enable managers to confidently assess opportunities and lead AI agent initiatives.

Key Learning Outcomes

- Identify automation opportunities within your organization
- Understand the structure of AI agent systems
- Evaluate ROI of AI agent implementations
- Plan implementation in your organization

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Program – Day 1

09:00 – 09:30	**Introduction and Course Objectives** AI agent automation landscape. From automation to autonomous workflows.
09:30 – 10:45	**Session 1: What is an AI Agent?** Technical foundations. Agent components: LLM, Tools, Memory. RPA vs Chatbots vs Copilots vs Autonomous agents.
11:00 – 12:15	**Session 2: Use Cases – Where AI Agents Deliver ROI** High-ROI areas across business functions. The Technical Filter and Automation Opportunity Matrix. Exercise: Identify 3 use cases.
12:15 – 12:35	**Summary and Q&A** Recap of morning sessions. Open discussion.
12:35 – 13:35	**Lunch Break**
13:35 – 15:00	**Session 3: How to Evaluate ROI** ROI formula and cost analysis. Case examples. Exercise: Build simple ROI calculation.
15:15 – 16:30	**Session 4: Architecture Overview** System overview: AI model, Tools, Company systems, Human oversight. APIs, MCPs, Integrations, Security.
16:30 – 16:50	**Summary and Q&A** Recap of afternoon sessions. Open discussion.
c.a. 17:00	**End of Day 1**

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Program – Day 2

09:00 – 10:30	**Session 5: How to Implement AI Agents** Step-by-step: Identify use case, Validate ROI, Pilot, Deploy, Scale. Roles: Business owner, IT, AI specialist. Manager vs IT decisions.
10:45 – 12:00	**Session 6: Risks, Limitations, and Governance** Errors, hallucinations, data security, compliance. Governance: Human-in-the-loop, Identity Management. When agents should NOT be used.
12:00 – 12:20	**Summary and Q&A** Recap of morning sessions. Open discussion.
12:20 – 13:20	**Lunch Break**
13:20 – 14:45	**Session 7: Organizational Impact & Change Management** Impact on jobs, roles, skills. New roles: AI supervisor, AI process owner. Lessons from McKinsey.
15:00 – 16:15	**Session 8: Workshop – Design Your AI Agent Initiative** Create: Use case, expected ROI, implementation plan, risk assessment. Presentation and feedback.
16:15 – 16:45	**Summary and Q&A** Recap of Day 2 and full course. Final reflections on leading a hybrid human-AI workforce.
c.a. 17:00	**End of Course**

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Lecturers

The course is taught by experienced practitioners and academics from the AI Enterprise network. Lecturers bring real-world expertise in AI strategy, implementation, and organizational transformation.

Lead Faculty

Prof. Dr. Oliver Gassmann
Professor of Technology Management, ITEM-HSG. Expert in technology management, business models, and innovation.

Prof. Dr. Karl Joakim Vincent
Professor of Entrepreneurship, GCEI-HSG. Expert in entrepreneurship and innovation.

Julius Schulte
Academic Lead Agentic AI. Expert in large language models and entrepreneurship.