Guy Langlois

AI IN PRACTICE

# Building AI Agents: Essentials

One hands-on day to cut through the agent hype, spot where an agent pays off, and build your first, with no code. Skills your team uses the next working day.

**74%**
OF COMPANIES PLAN TO DEPLOY AGENTIC AI WITHIN TWO YEARS [1]

**1 in 5**
HAVE A MATURE MODEL FOR GOVERNING THOSE AGENTS [1]

**1 in 2**
HAVE DELAYED OR SCALED BACK AGENTS WHEN COSTS OUTRAN THE VALUE [2]

## Move now, but move smart

Nearly three in four companies plan to put AI agents to work within two years [1], and agents are already arriving inside the tools your team uses every day. Standing still is a risk. So is every staff member building agents on their own. The organisations getting value from agents are not the fastest movers. They are the ones whose people know what an agent is, when one is worth building, and how to keep it under control.

This day gives your team that edge. They'll see inside an agent, learn when a task needs one (and when a simple automation or a good prompt will do), then build a working agent on a realistic business case, step by step, with no code, and scope one for their own work. Every technique is held to the Monday Morning Test: if your team can't use it the next working day, it doesn't make the cut.

## Why agent projects stall

Agents are moving faster than the guardrails. Only 21% of companies have a mature model for governing them [1]. Nearly half of organisations in one 2026 security survey confirmed or suspected that an agent had taken an unintended or unauthorised action in the past year [3]. Costs surprise too: 49% of large organisations have delayed or scaled back agents once running costs outran the value [2]. And what impresses in a demo rarely scales: only a quarter of companies have moved even 40% of their AI pilots into production [1].

The causes are rarely the technology. They are a problem nobody defined, costs nobody worked out, and controls nobody set. Your team leaves knowing the three questions to answer before anything is built:

- Is this worth an agent?
- What will it cost to run?
- Where must a person stay in charge?

> **This course gives your team the judgement to build the right agents, at the right cost, with the right controls, before the first one goes live.**

(1) Deloitte AI Institute, "State of AI in the Enterprise: The untapped edge," January 2026
(2) KPMG International, "Global AI Pulse Q2 2026", June 2026 (2,145 senior leaders, 20 countries, organisations with more than US$50 million revenue)
(3) Salt Security, "State of Agentic AI and API Security, 2H 2026," October 2026 (380+ security and technology professionals)

# Course Details

From "what is an agent?" to your first working one, in a day.

**Format:** On-site or online **Duration:** 1 day **Participants:** Up to 10

## TARGET AUDIENCE

Teams, team leads and process owners who already use AI chat tools and want to understand, evaluate and deploy AI agents. Particularly valuable for operations, finance, HR, customer service and anyone who's been asked "should we be using agents?" and wants a confident answer. No technical background needed.

## PREREQUISITES

AI in Practice: Productivity Essentials, or equivalent experience:

- using a chat AI tool regularly at work;
- understanding core context management concepts;
- refining its answers rather than accepting the first draft;
- knowing what data to keep out.

We confirm it in the booking chat. No coding. **Every participant builds a working agent on a realistic business case, then scopes one for their own work.**

## WHAT PARTICIPANTS LEAVE WITH

- A clear, hype-free picture of what an AI agent is, and the difference between agents that follow set steps and agents that decide their own
- A simple way to tell which tasks need an agent, which need a plain automation, and which need neither
- A simple business-case method to judge whether an agent will pay for itself, before anything is built
- A working agent built on a realistic business case, with instructions, tools, knowledge and memory. No coding required
- The controls that keep an agent safe: human approval, limited access, and defences against instructions hidden in emails and documents
- A ready-to-use agent brief for a task from your own work, to take to IT, a vendor, or your own build

### Content overview

1. **What an AI agent really is.** The model, the harness around it, and the instructions, tools and memory that make it act. Agents that follow set steps versus agents that decide their own, and how the loop of thinking, acting and checking works.
2. **The agents you already meet.** Assistants inside office tools, chat apps that search and act, and agents built for a job: what each can do, what it can't, and four questions that sort them.
3. **When an agent is worth it.** Sorting a task into agent, automation, a good prompt or a person, and why so many agent projects stall.
4. **The business case.** Time saved and errors avoided against build and run cost, worked out before building.
5. **Your first agent.** A guided, no-code build on a realistic business case: an agent that chases overdue invoices, starting with fixed steps, then reading each reply and choosing what to do next.
6. **Instructions and knowledge.** Writing an agent's instructions with AI's help, giving it the facts it needs, and why out-of-date facts make agents confidently wrong.
7. **Memory.** What an agent can and can't remember, and how a simple log of what happened keeps it consistent.
8. **A person in the loop.** Approvals before anything leaves the building, access limited to what the job needs, and keeping keys safe.
9. **Agents under attack.** How instructions hidden in an email or a document can hijack an agent, and the safeguards and fixed rules that stop it.
10. **Cost per run and your agent brief.** Reading what each run costs, and finishing a one-page brief for an agent of your own.

# About Guy Langlois



Guy Langlois is a corporate trainer, keynote speaker and AI specialist.

He works with businesses and organisations to increase team productivity, build AI proficiency, and embed safe AI practices across their teams. His approach is grounded in **practical application**. Beyond the noise, the hype, and the uncertainty, Guy delivers AI training that gets teams producing **real results the next working day**.

With a background spanning software engineering, project management, and business consulting across three continents, Guy brings a rare blend: the **technical depth** to understand how AI actually works, the **communication skills** to explain it simply, and the **business experience** to focus on use cases that deliver real results. He also builds agentic AI systems himself, so the tools he teaches are tools he uses.

*Master's in Software Engineering | Master's in Business and Innovation Management*

## What Guy Delivers

Guy delivers corporate training, keynote presentations and consulting for organisations ready to build practical AI capabilities. His AI in Practice courses (Productivity Essentials, Building AI Agents, Technical Applications and Leadership) run for teams on-site or online.

## What People Say

> *"I highly recommend Guy for his delivery of AI training. Guy was thoroughly professional, engaging and attentive. He effectively supported participants across a full spectrum of AI knowledge, from complete beginners to advanced users, ensuring everyone felt included, confident and able to apply the tools immediately."*
>
> **Manu Hingorani, Team Leader Network Optimisation & ITS Project Manager, Queensland Government**

> *"Guy helped our whole team understand how we can safely and effectively integrate AI into our business. He taught everyone how AI actually works, so we can think more effectively about how to use it day-to-day. The training has sparked several conversations and collaboration amongst everyone. Highly recommend!"*
>
> **Scott Kompo-Harms, CEO, Queensland Fruit & Vegetable Growers**

> *"Thanks for a terrific introduction to the power of AI. It's clear you have the knowledge in this technology and I really appreciated your insight. I do heaps of professional development stuff, so this is a testament to how much I valued the session."*
>
> **Lara Keller, Statewide Clinical Operations Manager, Pathology Queensland**

### Interested? Let's chat.

Happy to discuss how this training could work for your team. **No commitment required.**

**Book a Free Chat**

guy@guylanglois.com guylanglois.com linkedin.com/in/guylanglois