ARTIFICIAL INTELLIGENCE

AI1-1 Deciding with AI: How to Evaluate, Trust and Act on AI-Generated Insights

Artificial intelligence is rapidly changing how decisions are made across organisations. AI tools can analyse vast amounts of information, identify patterns, generate recommendations and increasingly automate elements of decision-making. However, effective decision-making still depends on human judgement, critical thinking and professional accountability. This practical one-day programme equips participants with the knowledge and skills to work confidently with AI as a decision-support tool. Participants will learn how AI generates outputs, how to evaluate and validate recommendations, when to trust AI and when to challenge it, and how to use AI responsibly to improve the quality, speed and effectiveness of decision-making in their role.

Course Information

Duration: 1 day

London (£795): 10th August 2026, 23rd November 2026, 19th April 2027, 23rd August 2027, 20th December 2027

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is designed for managers, team leaders, analysts and professionals across HR, finance, operations, marketing, customer service and other business functions who want to improve decision-making

by using AI effectively while maintaining critical thinking, accountability and professional judgement.

Course profile

Deciding with AI

- Explore how AI is transforming decision-making and enabling the synthesis of significantly more information than traditional approaches
- Understand how AI generates outputs, why it behaves as it does, and where reliability challenges arise
- Examine the opportunities, limitations and risks associated with AI-assisted decision-making
- Use AI as a thinking and decision partner to frame problems, explore options and challenge assumptions
- Develop effective approaches for prompting, refining and interrogating AI-generated recommendations
- Apply practical techniques to validate AI outputs and identify inconsistencies, bias and potential errors
- Recognise when AI can support decision-making effectively and when human judgement remains essential
- Explore the growing role of agentic AI and how AI systems are increasingly influencing or making decisions within organisations
- Understand the principles of human-in-the-loop decision-making and appropriate oversight of automated processes
- Examine ethical considerations, governance requirements and professional accountability when using AI-assisted decision-making
- Identify opportunities to apply AI more effectively within participants' own roles and responsibilities
- Develop an individual action plan for improving decision-making using AI over the next 30 days

Competencies

At the end of this course, delegates will be able to:

- Explain why AI has the potential to fundamentally improve decision-making in their role
- Understand how AI produces outputs and why it behaves as it does
- Use AI effectively as a thinking and decision partner
- Evaluate, interrogate and validate AI-generated recommendations with appropriate scepticism
- Judge when AI is and is not appropriate for a given decision, including where automated processes should retain human oversight
- Develop a concrete personal action plan for AI-assisted decision-making

Course Booking

Call us: +44 (0) 207 724 6007

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