

AI Agent Essentials



OVERVIEW

As AI agents take on autonomous roles across business workflows, most professionals lack the framework to evaluate, oversee, or work alongside them effectively. AI Agent Essentials is designed to change that. As AI agents increasingly operate across business systems, this course helps learners understand how these systems work, where they add value, and what risks they introduce.

Rather than focusing on building code-based agents, the course emphasizes agentic thinking: how agent-based systems differ from traditional chatbots and automations, how agent workflows are structured, and how autonomy, and tool use change responsibility and risk.

Through realistic workplace scenarios and guided examples, learners develop the ability to reason about agent behavior, identify appropriate and inappropriate use cases, and participate responsibly in organizations where agents are part of everyday work. The course prioritizes practical understanding over implementation detail, enabling learners to collaborate effectively with technical teams, make informed adoption decisions, and recognize the implications of agentic systems on workflows, accountability, and trust.

A competency assessment is included, allowing learners to validate their competency in AI agents.

LEARNER BENEFITS

- Understand agents and identify appropriate use cases
- Translate work into agent workflows
- Control agent behavior and actions
- Manage agent memory and knowledge
- Design safe, secure agents with human oversight
- Test, evaluate, and monitor agent performance

LESSON OUTLINE

- 1.0 From Manual Work to Agentic Systems
- 2.0 Controlling Agent Behavior, Actions, and Memory
- 3.0 Safety, Oversight, and Agent Performance

KEY FEATURES

TRAINING DELIVERY OPTIONS

- Self-paced
- Instructor-led training

AVAILABLE PRODUCT OPTIONS

- CertMaster Learn

ESTIMATED TIME

- 4-5 Hours of Instruction
- 30 Minute competency Assessment

ORGANIZATIONAL BENEFITS

Organizations deploying AI agents face a workforce readiness gap: most employees can use AI tools but lack the system-level understanding needed to oversee, evaluate, or work responsibly alongside autonomous agents. AI Agent Essentials closes that gap at scale. Rather than training staff on a single vendor platform, the course builds durable, vendor-neutral competency in how agentic systems work, where they add value, and what risks they introduce. The result is a broader workforce that can participate meaningfully in agent adoption decisions, flag inappropriate use cases before they become problems, and provide the human oversight that responsible agent deployment requires. With a 4-5 hour time investment and no technical prerequisites, it is one of the most efficient ways to reduce organizational risk while accelerating agent readiness across non-technical and lightly technical teams.

LEARNER OUTCOMES

AI Agent Essentials provides a practical on-ramp to understanding and working with AI agents without requiring coding expertise. In 4-5 hours, learners build foundational literacy in what agents are and how they differ from standard chatbots, how to identify appropriate and inappropriate use cases, and how to translate real-world work into agent-compatible workflows by breaking complex tasks into small, checkable steps. Using guided examples and the Agent Simulator, they practice controlling agent behavior and actions, choosing appropriate levels of autonomy, managing agent memory and knowledge, designing safe and secure agents with least-privilege access and guardrails, and testing, evaluating, and monitoring agent performance over time.