



Consulting and Training | Reach New Heights

Course Name

AI-Powered Business Process Design

Sector Name

Artificial Intelligence (AI)

Document Type

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AI-Powered Business Process Design

Course Introduction

Many organizations introduce artificial intelligence by adding individual AI tools to processes that were originally designed around manual work, traditional systems, and human-only decision making. While this may create isolated efficiency gains, the greater opportunity comes from reconsidering how the process itself should operate when AI can analyze information, generate outputs, support decisions, and execute selected activities alongside people.

Boost Consulting & Training offers this course to develop practical capability in redesigning business processes around complementary human and AI strengths. Participants learn to diagnose existing processes, identify friction and value loss, evaluate AI opportunities at task and decision level, determine appropriate human and AI roles, redesign handoffs and controls, develop future-state processes, test new operating scenarios, and define measures that demonstrate whether AI-enabled redesign creates genuine business improvement.

The main concept of this course is to redesign business processes around the most effective combination of human judgement and AI capability rather than simply adding AI tools to existing ways of working.

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Target Audience

- ✓ Business process and operational excellence professionals
- ✓ Digital transformation and innovation specialists
- ✓ Business analysts and process improvement professionals
- ✓ Managers responsible for operational transformation and AI adoption

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Learning Objectives

- ✓ Analyze existing business processes to identify friction, delays, rework, and value loss.
- ✓ Break processes into tasks, decisions, information flows, and handoffs.
- ✓ Identify where different AI capabilities can improve process performance.
- ✓ Determine which activities should remain human-led, become AI-assisted, or be AI-executed.
- ✓ Redesign process flows around effective human-AI collaboration.
- ✓ Incorporate controls, exceptions, and accountability into AI-enabled processes.
- ✓ Test future-state process designs against realistic operational scenarios.
- ✓ Measure the business value and performance improvement created by AI-enabled redesign.

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Course Outline

✓ DAY 01

Understanding the Process before Adding AI

Diagnosing Current-State Performance

- ✓ Map the process from trigger and inputs through activities, decisions, handoffs, and outputs.
- ✓ Identify delays, duplication, rework, bottlenecks, and unnecessary manual effort.
- ✓ Distinguish process symptoms from the underlying causes of poor performance.

Finding Where Value Is Lost

- ✓ Examine where information is repeatedly collected, transferred, reviewed, or recreated.
- ✓ Identify decisions slowed by fragmented information or excessive manual analysis.
- ✓ Complete a Process Friction Diagnostic for a realistic business process.

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Course Outline

✓ DAY 02

Finding the Right AI Opportunities

Matching AI Capabilities to Process Needs

- ✓ Identify opportunities for AI-supported generation, extraction, classification, analysis, prediction, and decision support.
- ✓ Match AI capabilities with specific process problems rather than selecting technology first.
- ✓ Distinguish meaningful AI opportunities from unnecessary automation.

Redefining Human and AI Roles

- ✓ Classify activities as human-led, AI-assisted, or potentially AI-executed.
- ✓ Preserve human involvement where judgement, accountability, empathy, or complex interpretation is required.
- ✓ Build a Human-AI Task Allocation Map for the selected process.

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Course Outline

✓ DAY 03

Designing the Future-State Process

Rebuilding the Process Flow

- ✓ Remove or combine steps that become unnecessary when AI capabilities are introduced.
- ✓ Reorder activities to reduce waiting, repeated reviews, and inefficient handoffs.
- ✓ Introduce AI at points where it improves the overall process rather than isolated task speed.

Redesigning Decisions and Handoffs

- ✓ Determine how AI-generated analysis or recommendations enter business decisions.
- ✓ Define clear handoffs between people, AI-enabled activities, and organizational systems.
- ✓ Complete an AI-Enabled Future-State Process Design from the current-state process.

AI-Powered Business Process Design

Course Outline

✓ DAY 04

Making the New Process Work Safely

Designing Controls and Accountability

- ✓ Identify controls required around AI-supported activities and decisions.
- ✓ Define ownership for AI outputs, approvals, interventions, and final business outcomes.
- ✓ Maintain traceability where AI contributes to significant process decisions.

Managing Exceptions and Variability

- ✓ Identify situations where the redesigned process should leave its standard path.
- ✓ Define human intervention, escalation, fallback, and recovery arrangements.
- ✓ Complete a Future-State Process Stress Test involving unusual and high-impact scenarios.

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✓ DAY 05

Turning Process Redesign into Business Value

Testing Process Performance

- ✓ Compare current and future-state performance using time, quality, cost, capacity, and customer or user outcomes.
- ✓ Identify unintended consequences created by process redesign.
- ✓ Refine the allocation of work between people and AI based on test results.

Building the AI-Enabled Process Blueprint

- ✓ Define implementation priorities, dependencies, responsibilities, and measures for the redesigned process.
- ✓ Establish indicators for evaluating whether expected improvements continue after implementation.
- ✓ Complete an AI-Enabled Process Blueprint Lab integrating process pain points, AI opportunities, human-AI roles, future-state flow, controls, exceptions, and performance measures.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Jan. 24, 2027	Jan. 28, 2027	5 days	4250.00 \$	Bahrain , Manama
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai
Aug. 30, 2027	Sept. 3, 2027	5 days	4950.00 \$	France , Paris

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