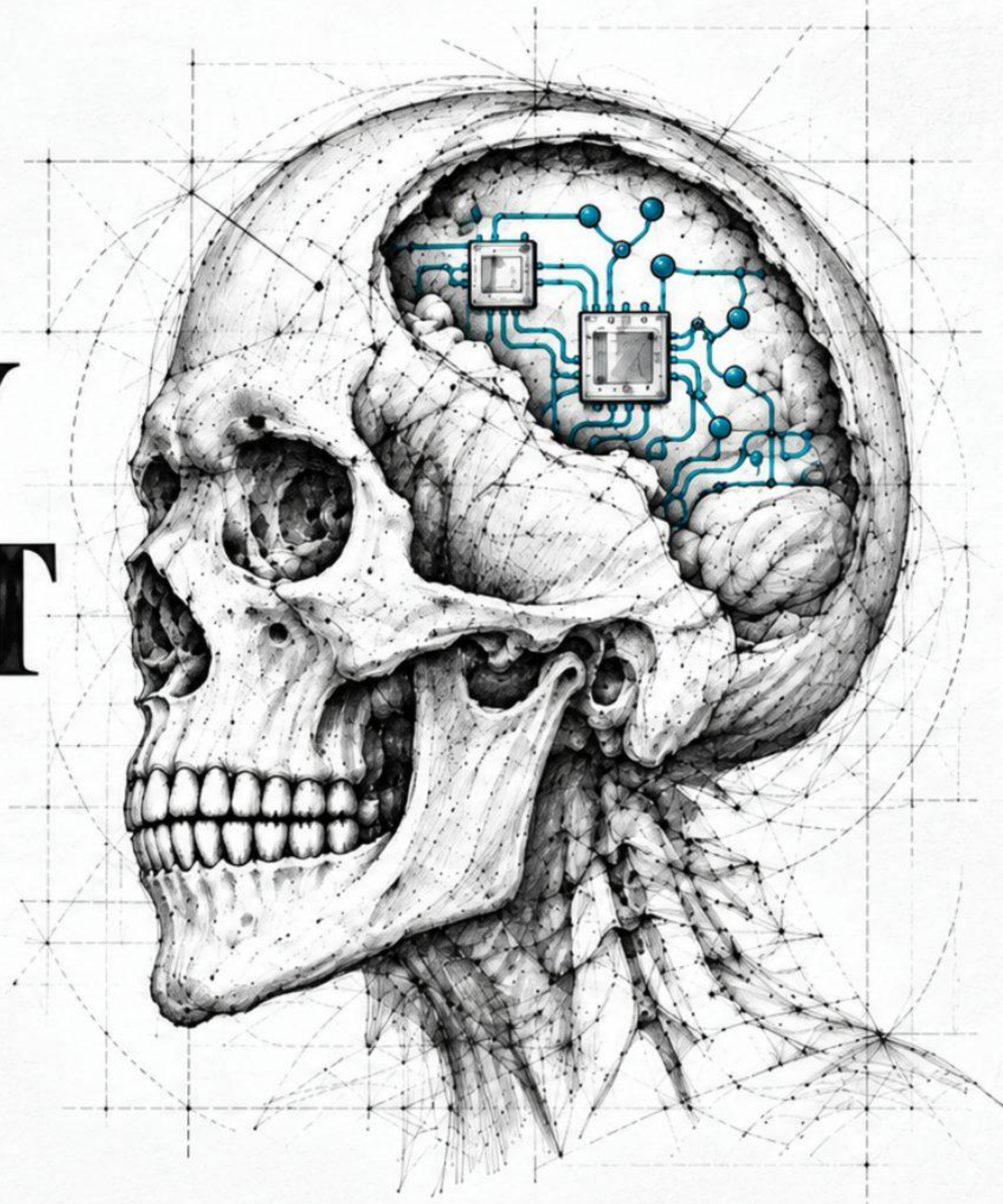


# THE ANATOMY OF AN AI AGENT

How to understand, design and  
put AI agents to work

**Dan Fitzpatrick**





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M A S T E R C L A S S

# WHAT IF AI COULD DO MORE THAN ANSWER QUESTIONS?

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Question: What's one repetitive task you'd love to delegate?

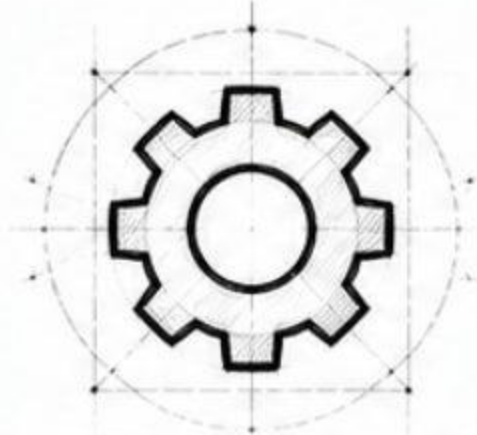
# THREE DIFFERENT WAYS TO USE AI



## CHATBOT

Responds to a request.

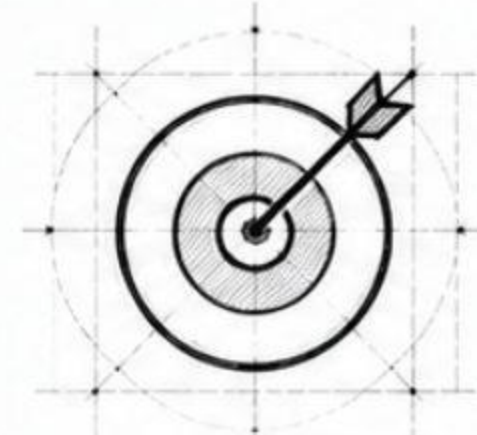
*“Summarise these emails.”*



## AUTOMATION

Runs a predefined process.

*“Summarise my emails  
every morning.”*



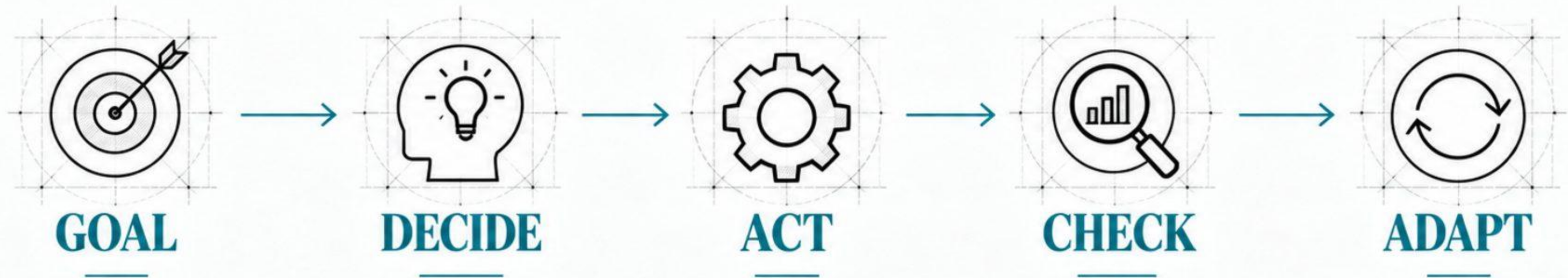
## AGENT

Chooses actions to achieve a goal.

*“Work out what needs my  
attention and prepare me  
for the day.”*

# WHAT MAKES AN AGENT AN AGENT?

An AI agent works towards a goal by choosing steps, using tools and checking results.



The agent can repeat this process until its goal is achieved or human input is needed.

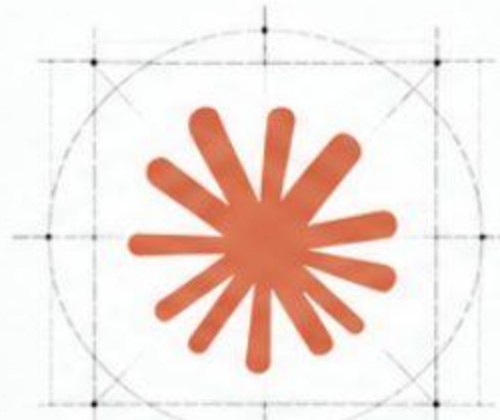
# WHERE CAN YOU CREATE AND USE AI AGENTS?



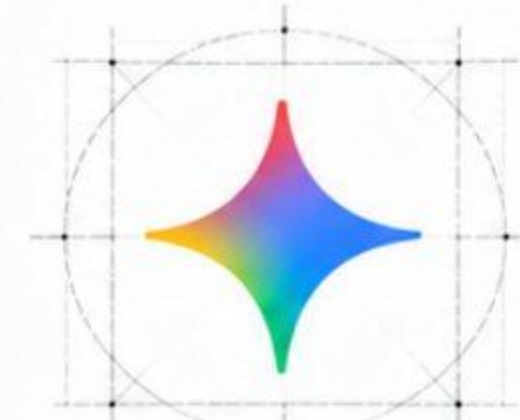
ChatGPT Work



OpenAI dots



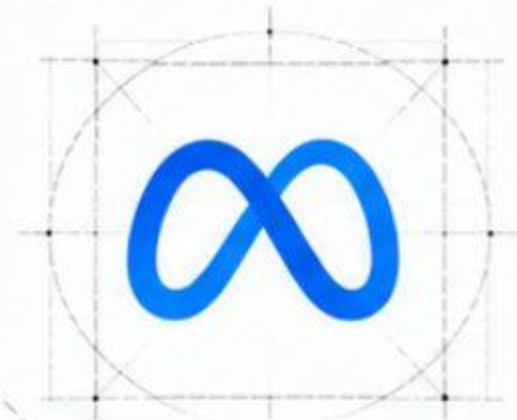
Claude Cowork



Google Gemini Spark



Grok Bot



Meta Muse



Microsoft 365  
Copilot Cowork



Microsoft  
Copilot Studio



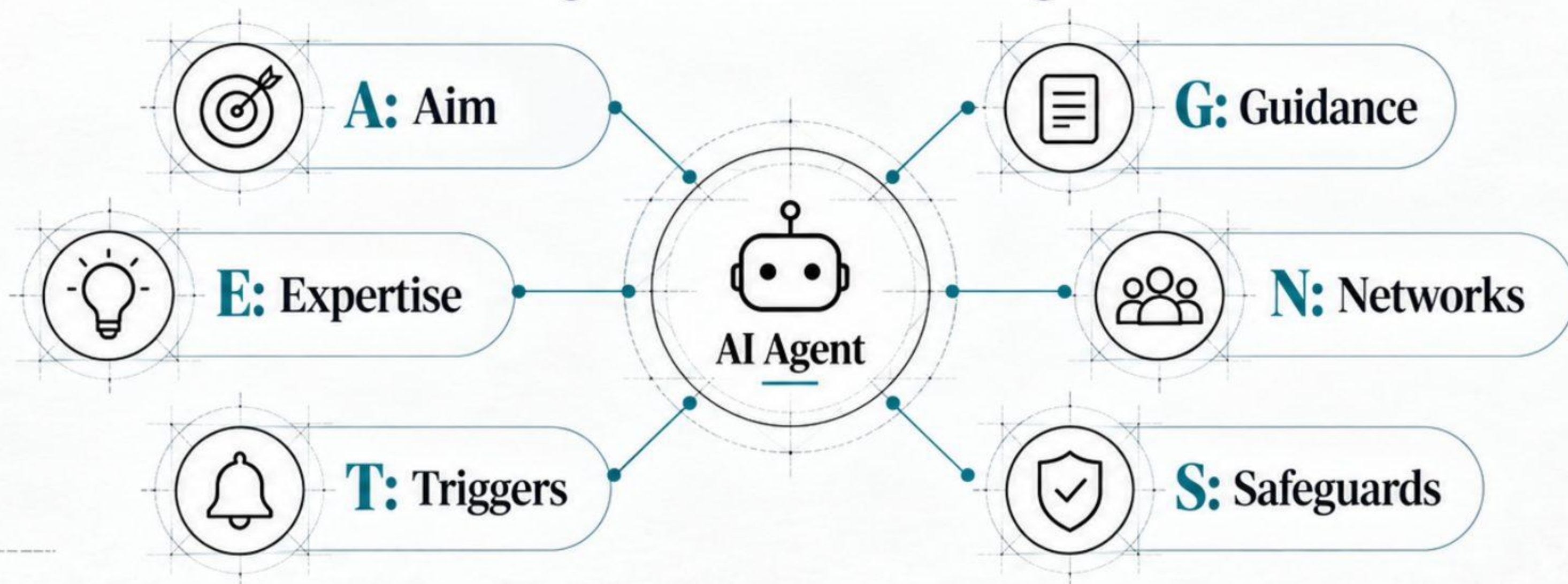
Zapier Agents



n8n

# THE AGENTS FRAMEWORK

Six ingredients. One AI agent.



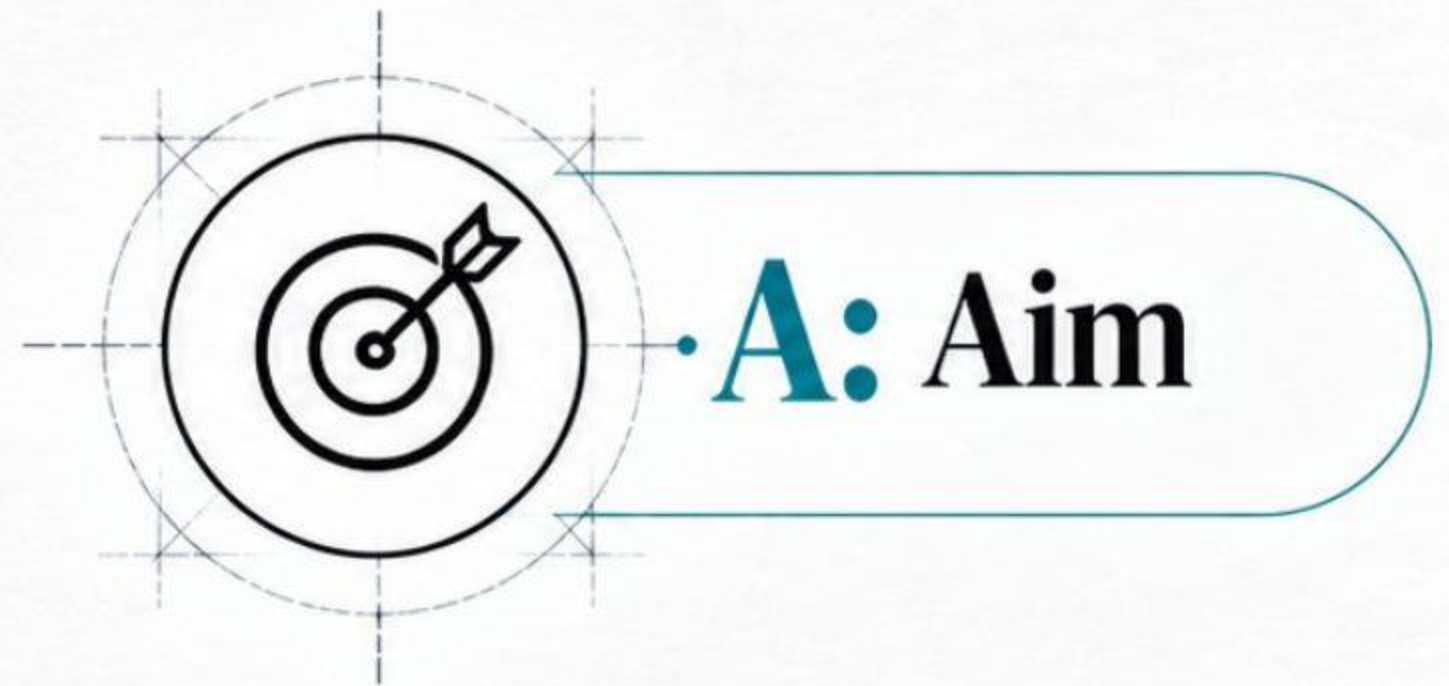
# A IS FOR AIM

What should the agent achieve?

*Our Daily Briefing Agent:*

“Every morning, prepare a concise briefing showing my most important priorities, upcoming commitments, deadlines and outstanding decisions.”

**A clear outcome is more useful than a vague instruction.**



# G IS FOR GUIDANCE

What does the agent need to know?

- My role and responsibilities
- My current projects and priorities
- What I consider urgent or important
- My preferences and working context

**Context makes an agent more useful.**

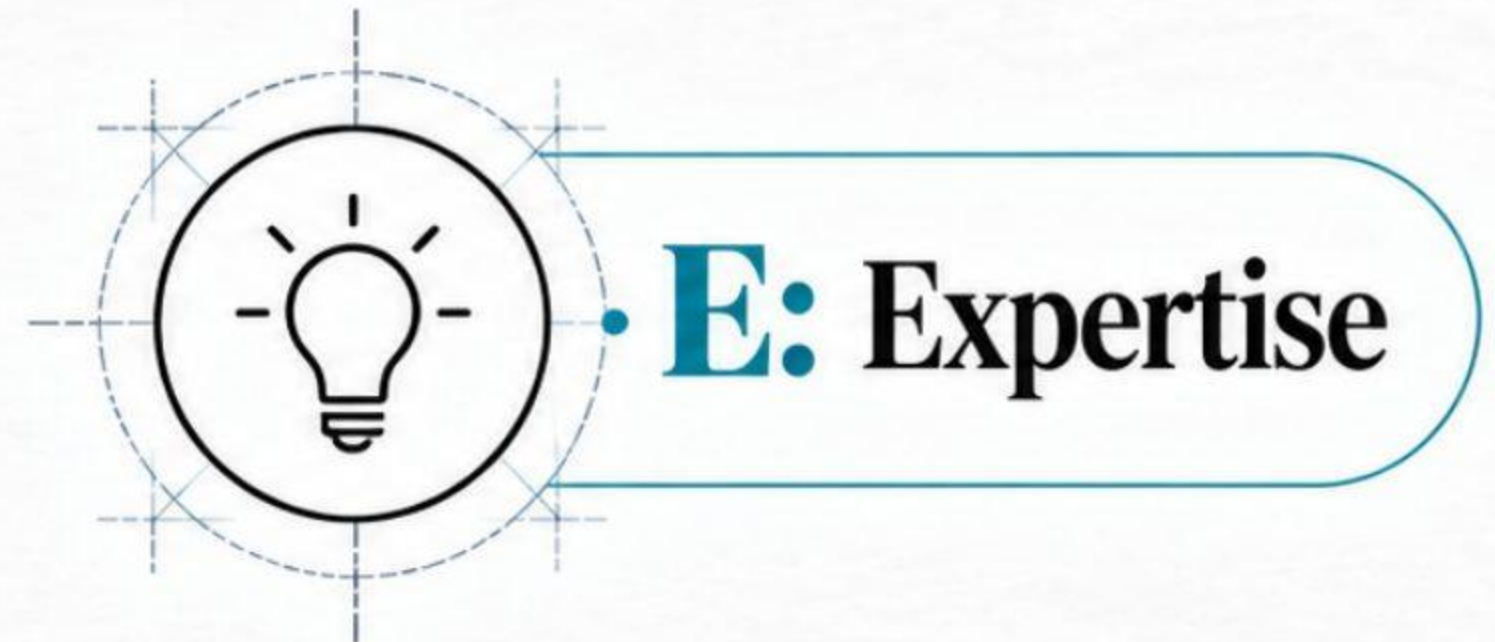


# E IS FOR EXPERTISE

How should the agent do the work?

*Our Daily Briefing Method:*

1. Identify important information
2. Check relevant context
3. Prioritise by urgency and impact
4. Highlight missing information
5. Present recommended actions



**Skills give agents reusable ways of working.**



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# N IS FOR NETWORKS

What can the agent access and use?

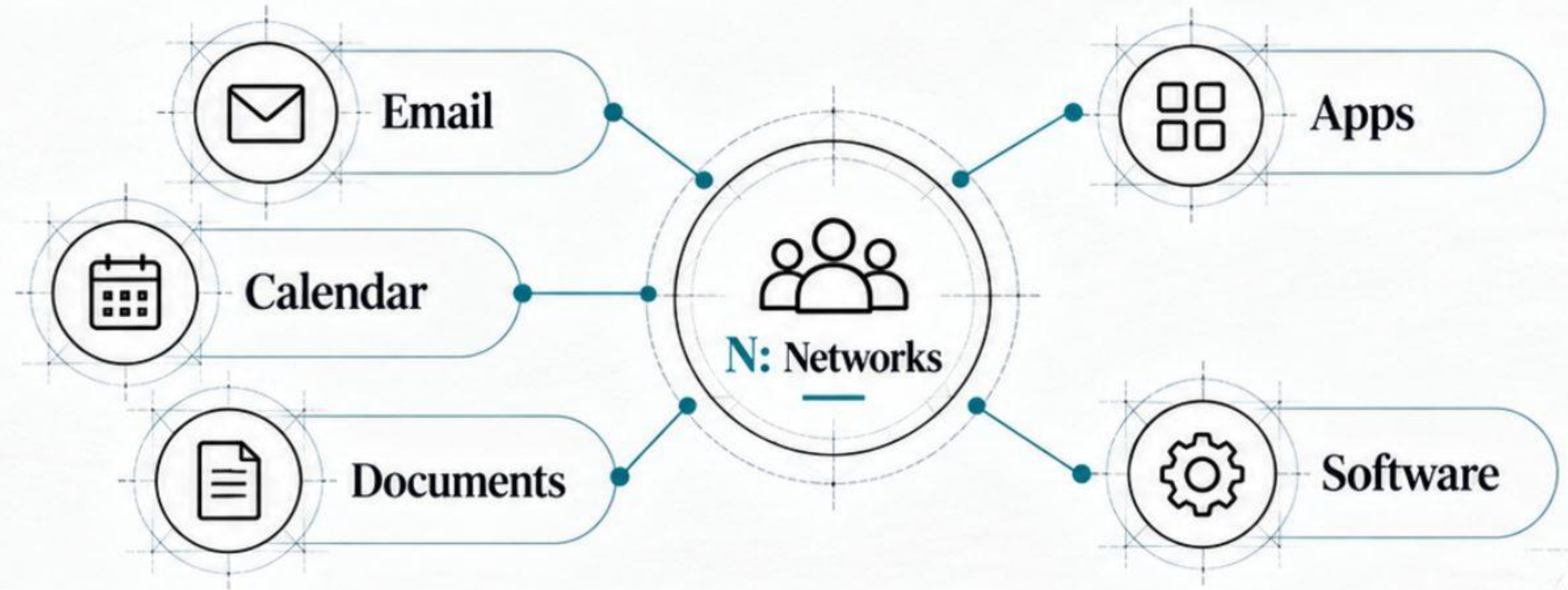
Email

Calendar

Documents

Apps

Software



**Connected Apps turn knowledge into practical capability.**

# T IS FOR TRIGGERS

What starts the work?

**On demand:**

“Prepare my briefing now.”

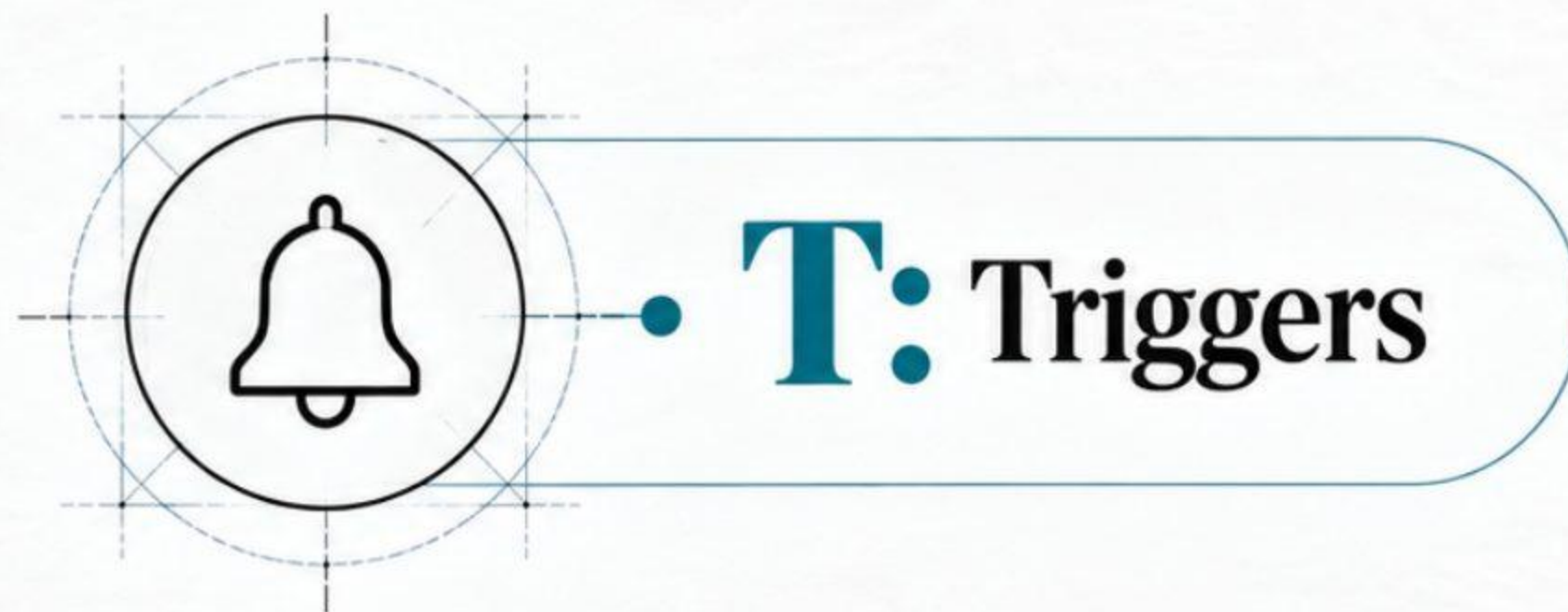
**On a schedule:**

“Every weekday at 8 am.”

**When something happens:**

“When an important deadline changes.”

**Triggers tell the agent when to begin.**



# S IS FOR SAFEGUARDS

What are the boundaries and checks?

- Verify important information
- Flag uncertainty rather than guessing
- Protect confidential information
- Require approval for consequential actions



**Autonomy without accountability is a liability.**



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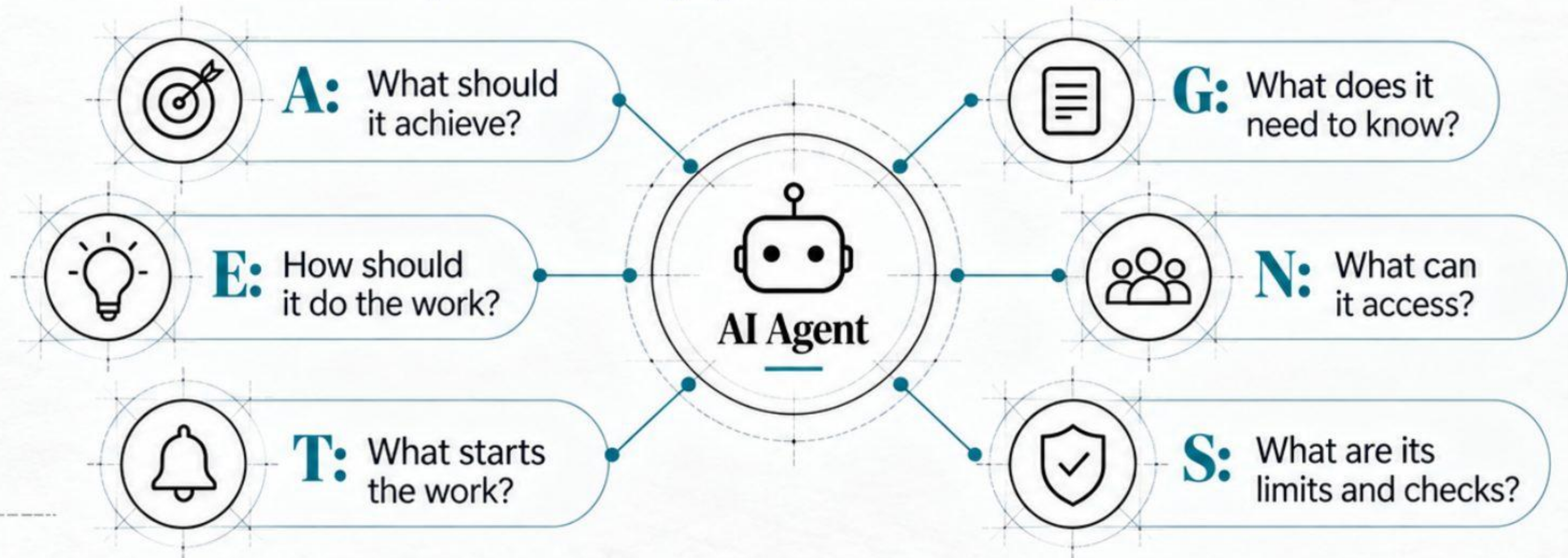
# DEMONSTRATION

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One busy morning. One AI agent.

# DESIGNING YOUR AGENT

What's one responsibility you could delegate?





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# FROM ONE AGENT TO AN AI WORKFORCE

What happens when agents start working together?



From using an agent to managing a team of agents.

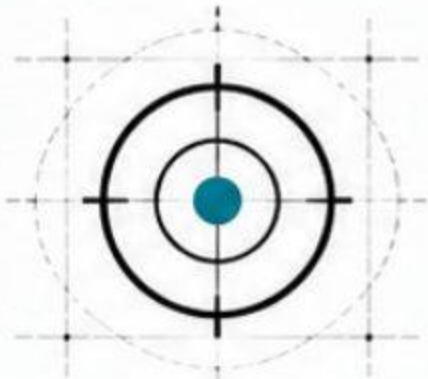


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# YOUR FIRST STEP

Start small. Build confidence. Increase responsibility.



**01**

Choose one  
repeatable  
responsibility



**02**

Define it using  
AGENTS



**03**

Test with fictional  
or low risk  
information



**04**

Review and improve  
before expanding  
access



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M A S T E R C L A S S

# THE FUTURE OF AI

The future of AI isn't just about what it knows.

**It's about what it can do with  
the context it has.**

And what we choose to let it do.

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# WHAT WE DO AT THE AI EDUCATOR



## KEYNOTES

Inspiring audiences  
with practical,  
strategic insight.



## TRAINING

Building confidence  
and capability  
with AI.



## STRATEGY CONSULTATION

Shaping clear plans  
for responsible  
AI adoption.



## COACHING

Supporting leaders  
to move forward  
with clarity.



## MENTORING

Ongoing guidance  
as teams embed AI  
in practice.

