WOMEN IN DIGITAL ACADEMY

AI Accelerator

Build, Apply, Learn

Week 6: Automations & Multi-Agent Systems

Wednesday 29 April 2026 | 12:00pm AEST

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www.aiherway.com.au

Your assistant works.

Now let's make it part of something bigger.

Quick Recap & Check-In

What we covered in Week 5 and where you are now

Workflow Mapping

Identified high-value use cases to automate

Governance Policy

Built your AI use policy recommendation

ROI Calculation

Quantified the business case

Pitch Preparation

Started telling your story

Check-in:

- Where are you strongest in your pitch preparation?
- What's still fuzzy in your ROI calculation?
- What governance questions keep you up at night?

TODAY

01

What is Agentic AI?

Understanding autonomous execution

02

Multi-Agent Workflows

Connecting AI systems

03

The Risk Curve

Governance at scale

04

Finalise & Prepare

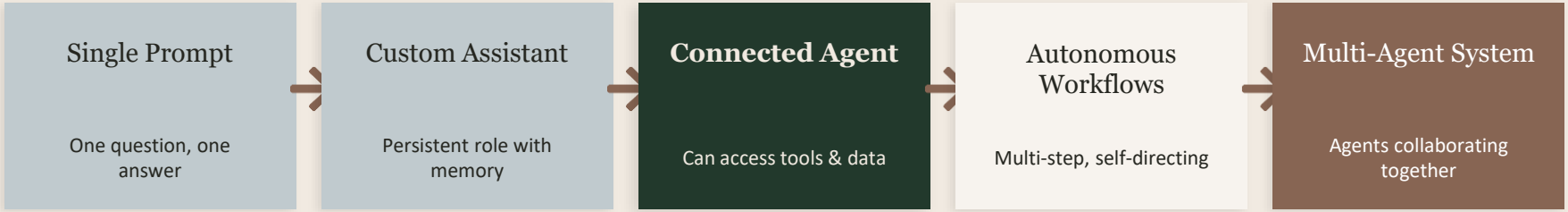
Ready for Week 7

01

What is Agentic AI?

From Tools to Agents

The evolution of AI capability: prompts → assistants → agents → workflows



The Key Shift

You move from controlling every step to setting a goal and letting the agent figure out HOW to achieve it. This is automation at scale.

Automation Fundamentals

Three core concepts that make systems work

Triggers

What starts the automation?
Event, schedule, manual request, webhook

Actions

What happens next?
Send email, update data, call another app, log results

Logic

How does it decide?
Conditions, loops, human approval gates, decision trees

The Platform Landscape

Tools and platforms that power automations

Workflow Automation Platforms

Make.com, Zapier, n8n, IFTTT – visual workflow builders, integrations, scheduled actions

Native AI Integrations

Claude Code, ChatGPT, Copilot – built-in AI that can integrate with your tools directly

Custom API Connections

Build bespoke systems: your apps, your data, your logic. Full control.

What This Means for You

Even if you never code, understanding automation matters

- You can request them: knowing the language of automation helps you ask developers for what you need
- You can evaluate vendors: assess whether a tool or platform can do what your business needs
- You can spot opportunities: you'll see high-value automation targets that others miss
- You can manage risk: governance rules make sense when you understand how automation actually works

02

Designing Multi-Agent Workflows

Agent Personas: Specialised Bots Working Together

Different assistants, different roles, seamless handoffs

Specialist Agent

One AI, one job, highly tuned

Example: Content research agent knows everything about your industry, audience, and brand voice.

Handoff Choreography

Agent A → Agent B → Agent C

What matters: Clear context passing, validation at each step, human approval gates where needed.

Example: Content Creation Pipeline

How multiple agents work together on a blog post

Research Agent

Gather industry news, competitor analysis, latest trends

Draft Agent

Turn research into compelling narrative with structure

Edit Agent

Polish grammar, tone, brand voice alignment

Schedule Agent

Format, optimize, publish, post to social

Quality Control

Each handoff is a checkpoint. If the draft agent produces something off-brand, the edit agent flags it. If content is controversial, it routes to human review before publishing.

Example: Customer Enquiry Handling

From inbound inquiry to resolution

1. Classify

Urgent vs routine, product vs billing vs escalation

2. Route

Send to right department or specialist

3. Draft Response

Generate initial reply based on issue type

4. Human Review

Team member approves before sending to customer

Example: Meeting Follow-Up

From recording to action items distributed

Transcribe

Convert audio to searchable text

Summarise

Extract key decisions and context

Action Items

Identify tasks, owners, deadlines

Task Assignment

Send to relevant people with context

Exercise: Design Your Multi-Agent Workflow

20 minutes | Use the Multi-Agent Workflow Template

1. Pick a workflow from your earlier mapping exercise or a new one
2. Name your agents: what would each agent be responsible for?
3. Design the flow: what's the sequence of handoffs?
4. Identify checkpoints: where do you need human approval or review?
5. Specify inputs/outputs: what data does each agent need to pass on?

03

The Risk Curve

The Risk Curve of Automation

As complexity increases, governance stakes rise

Single Prompts

Governance ●

Custom Assistants

Governance ●Governance ●

Simple Automations

Governance ●Governance ●Governance ●

More agents = More handoffs = More approval gates, audit trails, human checkpoints needed

Quality Control: When and How

Three levels of AI oversight

BEFORE

Input Validation: check data quality and completeness before the agent touches it

DURING

Checkpoints Between Agents: validate output of Agent 1 before Agent 2 consumes it

AFTER

Output Review: human eyes on final output before it reaches a customer or stakeholder

Human-in-the-Loop in Practice

Not just 'someone reviews it'—structured decision rights

Escalation Paths	Clear criteria for when AI seeks human input. 'If confidence < 80%, ask for help.'
Decision Rights	Who can approve, who can override, who signs off. Document it.
Audit Trails	Log every decision, every override, every escalation. Track accountability.
Feedback Loop	Learn from human corrections. Improve the agent over time.

04

Finalise & Prepare

Your Showcase Presentation

Structure for next week: 7 elements to cover

1	**Problem**	What pain point does your AI solve?
2	**Role Card**	Your AI assistant's persona, rules, scope
3	**Live Demo**	Show it working with real data from your role
4	**ROI**	Time saved, quality improved, cost reduced
5	**AI/Human Org Chart**	What AI handles, what stays human, where the handoffs are
6	**Governance**	How you keep it safe, compliant, aligned with policy
7	**30/60/90 Plan**	What's next—phase 2, scaling, multi-agent workflows

Preparing Your AI/Human Org Chart

Map what AI handles, what stays human, where handoffs happen

AI Handles

Repetitive, rule-based, high-volume tasks. Data analysis, formatting, drafting, classification, scheduling.

Human Handles

Judgment calls, relationship-critical work, complex decisions. Client conversations, negotiations, final sign-off, exceptions.

Handoff Point

BY THE END OF WEEK 6

Cumulative Outcomes

1. A foundational understanding of AI — what it is, how LLMs work, the 2026 landscape
2. A personal prompt library of at least 5 tested ROSE-T prompts
3. A working AI assistant with a completed Role Card and tested validation log
4. A workflow map and ROI calculation proving the business case
5. A draft AI use policy recommendation for your team
6. Understanding of multi-agent workflows and where automation fits
7. A designed multi-agent workflow (on paper) with quality control gates
8. A nearly-complete showcase presentation for Week 7

Homework

What to do before next week

1. Design a multi-agent workflow on paper
2. Identify where your assistant could hand off to another agent
3. Document quality control points in your workflow
4. Finalise your AI assistant for presentations (polish, test thoroughly)
5. Prepare 5-7 presentation slides covering the 7 showcase elements

Resources

Tools and templates for this week

Multi-Agent Workflow Template — design your agent system

Presentation Preparation Guide — structure and timing tips

AI/Human Org Chart Template — map responsibilities and handoffs

30/60/90 Day Plan Template — scale your assistant beyond Week 6

Week 6 Homework Brief — detailed instructions

Week 7

Showcase, Measurement & Next Steps

It's presentation day! Show the group what you've built, learn from others, and plan your next steps.

Thank You

You're building the future of work—one AI agent at a time.

www.aiherway.com.au | See you in Week 7