



Leading in an AI-Augmented Organization

Build the organisational conditions for responsible AI adoption in Banking

ICA-ACCREDITED SPECIALIZED CREDENTIAL · IC-LAIO

AI adoption can move faster than the human and organisational capability required to use it well. This practical leadership course equips people to build the culture, safety, accountability, workflow, and learning conditions that enable responsible, effective, and sustainable AI adoption.



Participants earn an ICA credential.

THE COURSE PROMISE

Equip leaders to help teams work with AI responsibly, effectively, and sustainably without leaving them to navigate complexity alone.

DURATION

3 hours 15 minutes, including breaks

FORMAT

Live in-person or remote delivery

AUDIENCE

Leadership, management, and change professionals

FOUNDATION

AI & Technology Literacy Core Certification encouraged

1

Model responsible practice

Show critical AI use, make room for concerns, and lead visibly when AI becomes part of everyday work.

2

Make accountability explicit

Clarify who verifies significant AI-assisted outputs, who owns outcomes, and how failure will surface.

3

Sustain the conditions

Align culture, workflows, and learning investment so responsible use can endure as adoption evolves.



THE EXPERIENCE

A leadership workshop for responsible AI adoption

Built for Banking organisations, this scenario-led workshop helps leaders, managers, and change practitioners create the conditions in which teams can work with AI responsibly. Participants work with a fictional bank case in which an AI-assisted capability enters everyday work, creating pressure to accept outputs, uncertainty about roles, and a need for clearer verification, accountability, workflow, and training choices.

Who this is for

Leadership, management, people, transformation, and change professionals who need to create an organisational environment where AI is used with care and clarity.

What participants leave with

A leadership-practice view, psychological-safety actions, minimum-viable accountability, and a culture improvement priority for a responsible AI adoption initiative.

FOUR CONNECTED LEARNING MOVES

1

Lead deliberately

Explore the leadership practices that become more important when AI is embedded in everyday work.

2

Create safety

Strengthen the conditions for people to question outputs, voice uncertainty, and raise concerns honestly.

3

Set accountability

Design clear responsibility for verification and outcomes before problems occur.

4

Shape the culture

Use observable culture indicators to guide workflow redesign and learning investment.

A STRONG FOUNDATION

This course builds on concepts introduced in the AI & Technology Literacy Core Certification. Learners who have not completed that Certification are encouraged to do so first to get the most from this course.

COURSE BOUNDARY

The focus is leadership and organisational conditions for responsible AI adoption. It does not cover technical AI implementation or tool selection.



WHAT PARTICIPANTS WILL DEVELOP

Learning outcomes

The course is designed around the following ICA Specialized Credential learning outcomes.

1

1.1 Leadership Practices in an AI-Augmented Organization

Explore how AI increases the importance of modelling critical AI use, creating safety for concerns, and making accountability explicit in everyday leadership.

2

2.1 Psychological Safety Around AI

Recognise the conditions that support honest human-AI collaboration when people might otherwise feel pressure to accept outputs, hide uncertainty, or avoid raising concerns.

3

3.1 Accountability for AI-Assisted Decisions

Develop minimum-viable accountability for verification and outcomes so significant AI-assisted decisions have clear responsibility before issues arise.

4

4.1 Culture of Responsible AI Adoption

Assess how leadership modelling, rewarded behaviour, heard concerns, workflows, and training shape a culture of responsible, sustainable AI use.

A LIVE, APPLIED FORMAT

The remote version is designed for facilitated live learning and is predominantly synchronous, in line with the source delivery requirement.



MODULES 1 & 2

Course outline

1

1.1 Leadership Practices in an AI-Augmented Organization

40 MINUTES

SOURCE FOCUS

AI does not change the purpose of leadership, but it makes critical AI use, safety for concerns, and explicit accountability more important when AI becomes embedded in everyday work.

IN THE ROOM

Participants explore deliberate leadership behaviours for the fictional bank initiative, considering how leaders model judgement, make expectations visible, and respond when people question AI-assisted work.

PRACTICAL APPLICATION

Define a practical leadership-behaviour set that helps the Bank team use its AI-assisted capability with responsibility and confidence.

2

2.1 Psychological Safety Around AI

35 MINUTES

SOURCE FOCUS

Teams make poorer decisions when people feel pressure to accept AI outputs, hide uncertainty, or avoid raising concerns. Psychological safety supports more honest human-AI collaboration.

IN THE ROOM

Participants examine safety conditions in the Bank scenario, including the difference between framing AI as added capacity and as a threat to headcount, then select a leadership response.

PRACTICAL APPLICATION

Identify conditions that influence honest engagement and choose a practical leadership action that strengthens confidence to question, disclose, and learn.

BREAK PATTERN

In person: one 15-minute break after Module 2. Remote: the first of two 10-minute breaks follows Module 1; the second follows Module 3.



MODULES 3 & 4

Course outline

3

3.1 Accountability for AI-Assisted Decisions

40 MINUTES

SOURCE FOCUS

When accountability is unclear, problems can be blamed on the tool, the data, or whoever happened to be involved. Clear responsibility supports safer use.

IN THE ROOM

Participants establish minimum-viable accountability for a significant AI-assisted Bank decision, including responsibility for output verification, outcome accountability, and how a failure becomes visible.

PRACTICAL APPLICATION

Create an accountability structure that keeps people responsible for verification and outcomes while making learning from failure possible.

4

4.1 Culture of Responsible AI Adoption

35 MINUTES

SOURCE FOCUS

AI-adoption culture is shaped by leadership modelling, rewarded behaviours, whether concerns are heard, and whether workflows and training evolve alongside the technology.

IN THE ROOM

Participants assess the fictional Bank team using observable culture indicators, such as whether concerns about AI outputs are raised openly and whether AI use is disclosed.

PRACTICAL APPLICATION

Recommend one workflow redesign or training investment that makes responsible AI use easier to sustain.

INTEGRATION, OUTCOME CHECK, AND CLOSE

The final 30 minutes in person, or 25 minutes remotely, brings the Bank scenario together through a responsible-adoption action plan, outcome-aligned reflection, and practical next steps.

PRACTICAL TAKEAWAY

A leadership approach to AI adoption that makes critical thinking, psychological safety, accountability, and responsible culture visible in everyday work.