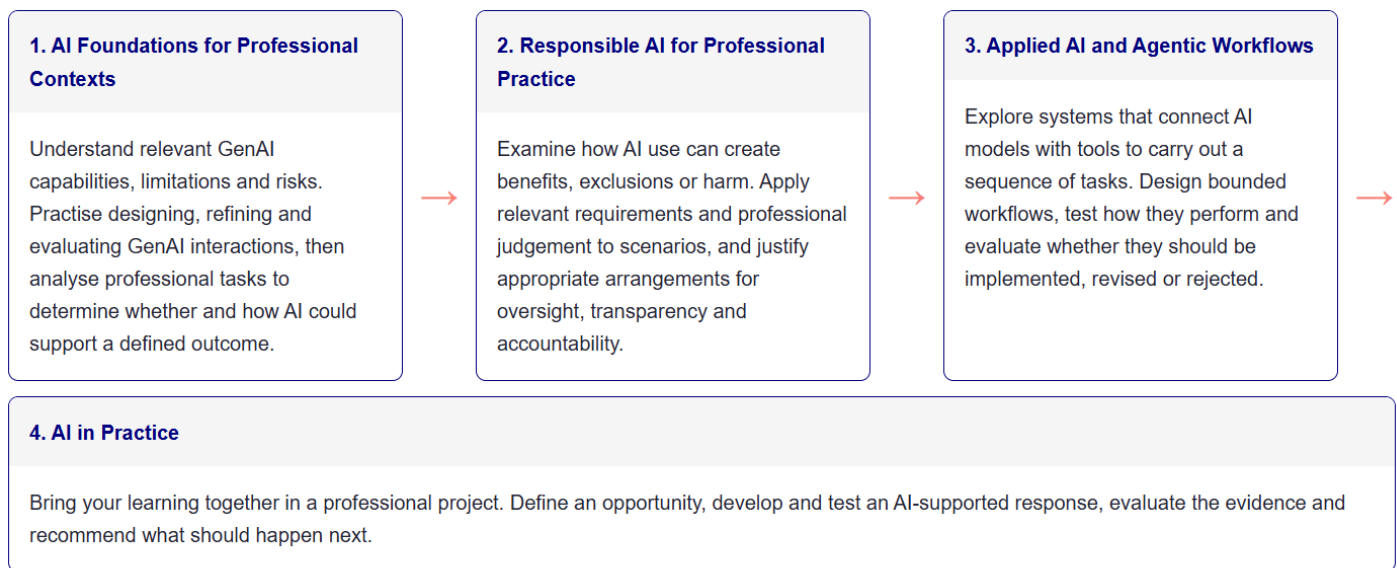


Manager Guidance - Supporting Teams with AI Training

AI for the Workplace is designed to help colleagues build the confidence, knowledge and judgement to use AI effectively and responsibly. Managers play an important role in helping colleagues make time for the learning, understand what is relevant to their role and put their learning into practice.

Programme Content

The programme consists of four courses to help learners build their understanding of AI, practice interacting with GenAI, examine responsible use and apply learning to their professional tasks and workflows.



All staff are strongly encouraged to engage with course 1 within their working hours, which will be approximately 10 hours of learning.

Not everyone will need to complete every course.

As colleagues progress through the programme, the self-assessment and learning pathway will help identify which further courses are most relevant to their role. Managers do not need to decide the pathway for staff, but should support conversations about development and help colleagues engage with the learning recommended for them.

The manager's role

Managers play an important role in helping colleagues make time for the learning, discuss questions or concerns and apply what is relevant to their work. You are not expected to be an AI expert or to have all the answers.

1. Engage with the learning yourself

Complete Course 1, where possible, so that you understand what colleagues are being asked to do and can lead by example.

2. Make space for learning

Agree realistic time within working arrangements for colleagues to complete the learning. Take account of workload, operational pressures, part-time or shift patterns, accessibility needs and reasonable adjustments. The course can be completed flexibly and broken into manageable sections.

3. Create space for discussion

Invite questions and recognise that colleagues will have different levels of confidence and different views about AI. Questions, caution and constructive challenge are valuable parts of learning, not signs of resistance. Questions you may want to discuss are:

- What did you find most useful, challenging or surprising?
- What has changed in your understanding of AI?
- Where, if anywhere, might AI support your work or improve the experience of students, colleagues or other stakeholders?
- What risks, limitations or unintended consequences should we consider?
- What questions do you still have, and where could we find reliable answers?
- What further learning, support or practical guidance would be helpful?

4. Help colleagues make the learning relevant

Encourage colleagues to connect the learning to their role and discuss what they may wish to apply in practice. Support them to follow the learning pathway recommended through the programme rather than assuming everyone needs the same development.

5. Reinforce responsible use

Remind colleagues to use approved tools, follow current Imperial guidance, protect confidential or sensitive information, check AI-generated outputs and retain human judgement and accountability.

Planning and protecting time for learning

Course 1 consists of approximately 10 hours of learning and can be completed flexibly over time. The exact pattern should reflect operational requirements and individual circumstances.

Agree a realistic completion window, when the learning will take place and how workload or team cover will be managed. Consider whether the course should be broken into smaller sections and what adjustments may be needed for different working patterns or accessibility needs.

Avoid expecting colleagues to complete substantial learning only in unpaid time or around an already unrealistic workload. If operational constraints make participation difficult, discuss priorities with your own manager or the relevant support function rather than placing the burden solely on the colleague.

Responsible use: messages managers should reinforce

Managers should not provide technical or policy advice beyond their remit. However, the following principles are useful in everyday conversations:

- Use approved tools and follow current Imperial guidance.
- Do not enter confidential, personal, sensitive or restricted information into an AI tool unless the use is authorised.
- Check AI-generated work for accuracy, bias and context. The person using AI remains accountable for the final work and any decisions made.

Common questions and suggested responses

“I do not use AI in my role.”

That is not a barrier to completing the programme. Course 1 focuses on AI literacy, not AI adoption. Understanding the opportunities, limitations, risks and expectations is relevant even when you decide not to use AI.

“I do not have time.”

The learning can be completed flexibly. Let us look at the workload and agree protected time, a realistic completion window and any adjustments needed to make participation achievable.

“Do I need to complete all four courses?”

Not necessarily. Course 1 provides a shared foundation for all staff. The self-assessment and learning pathway will help identify which further courses are most relevant to your role.

“I already use AI regularly.”

Course 1 provides a shared institutional foundation. It is an opportunity to test existing assumptions and strengthen understanding of responsible use, governance, risk and human oversight.

“Is AI going to replace jobs?”

AI may change tasks, skills and ways of working, but this programme is focused on informed and responsible use. Human expertise, judgement, creativity, relationships and accountability remain essential. Questions about future roles should be discussed openly and handled sensitively.

“Can I use AI with my work data?”

Do not assume that a tool is suitable for institutional information. Check current Imperial guidance and use the appropriate advice route before entering personal, confidential, sensitive or restricted data.

“The AI gave me an answer that looks right. Can I use it?”

Not without checking it. Review the output against reliable sources, context and professional standards, and apply any required disclosure, approval or quality-assurance process.