

# AI Agents & Workflow Automation

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6-Week Certificate Course

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**Upright**

Upright Education helps people build in-demand skills by teaming up with colleges and mission-driven organizations to offer practical, career-focused training programs built for today's job market.

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# Overview

## The Growing Demand for AI Automation Skills

As AI rapidly reshapes the workplace, organizations are seeking professionals who can do more than just interact with AI, they need individuals who can design intelligent, automated systems that drive measurable results. Workflow automation powered by AI agents is emerging as a critical skill for professionals who want to lead innovation, boost efficiency, and reduce manual work across teams and functions.

## Business Impact of AI Agents and Automation

AI agents combine decision-making logic, automation tools, and AI-powered reasoning to perform complex, multi-step tasks with minimal oversight. When integrated into business workflows, these systems can dramatically increase productivity, reduce errors, and unlock scalable solutions. Mastering the design of AI-driven workflows enables you to move from isolated prompts to fully operational agents that deliver ongoing impact.

## Learning Outcomes

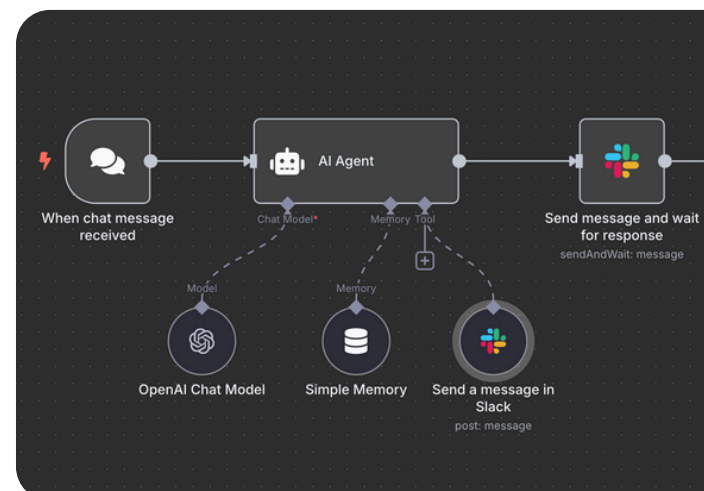
By completing this certificate program, you will:

- Identify high-impact business workflows ready for AI automation
- Design and build functional AI agents using no-code tools and ChatGPT
- Create reusable logic flows, prompt libraries, and agent frameworks
- Apply governance, monitoring, and adoption strategies for responsible use

### HIGH-GROWTH, HIGH-DEMAND

In the U.S., postings mentioning “AI agents” and “workflow automation” have grown nearly 200× since 2021.

- **No coding needed**
- Automate real work instantly
- Future-proof your career



# | Is It For You?

This course is built for professionals ready to move from AI tinkering to building real, automated systems. No coding required. Ideal for those in Operations, Marketing, Education, HR, Consulting, and Entrepreneurship.

## **Driven Professionals**

### **Why this course?:**

- Spot automation opportunities
- Build AI agents to save time and reduce errors
- Use no-code tools that work with your systems

## **Agency Owners & Freelancers**

### **Why this course?:**

- Automate marketing from leads to reporting
- Use AI to manage content, emails, and ads
- Build AI services into your client offerings

## **Founders, Builders, & Entrepreneurs**

### **Why this course?:**

- Design and launch AI agents with no-code tools
- Build products without developers
- Set up lean, automated systems from day one



# Inside the Experience



## **BUILD REAL AI AGENTS USING NO-CODE TOOLS**

Learn how to design automated workflows using ChatGPT, Make.com, Zapier, and other no-code platforms to create AI agents that solve real business problems.

## **HANDS-ON PROJECTS + AI TOOLKIT ASSIGNMENTS**

Apply what you learn each week through guided, real-world scenarios and build a reusable AI Toolkit you can implement, iterate on, and showcase.

## **WORKFLOW AUTOMATION & MULTI-STEP LOGIC DESIGN**

Move beyond basic prompting and create end-to-end systems powered by AI agents that can make decisions, adapt to inputs, and execute complex tasks autonomously.

## **LIVE WEEKLY SESSIONS WITH EXPERT INSTRUCTORS**

Join live, expert-led sessions once per week to explore new tools, work through challenges, and stay current with real-time AI trends and automation strategies.

## **CAPSTONE PROJECT FOR PORTFOLIO-READY WORK**

Wrap up the course by finalizing, documenting, and presenting a functional AI agent—ready to demonstrate your technical and strategic capabilities to employers or clients.

## **INCLUDES CHATGPT & ZAPIER ACCESS**

All learners receive free access to ChatGPT Team and Zapier for the duration of the program to unlock advanced capabilities for prompt logic, automation, and integration.



# Structure

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## Assessment & Grading

Your progress will be evaluated through weekly Toolkit Assignments, hands-on exercises, and your Capstone Project.

- **Weekly Assignments:** 60% (6 total; each worth ~10%)
- **Capstone Project:** 40% (final presentation + reflection)

## To pass, you must

- Complete all assignments,
- Attend at least 5 of 6 live sessions,
- Achieve a minimum of 80% overall.

## Course Schedule & Deadlines

- **Live Sessions:** Once weekly (1 hour) from 7pm - 8pm EST.
- **Assignments:** Last day of the week at 11:59 pm EST.
- **Capstone Project:** Due in the final week, with presentations in the live session wrapping up week 6.

## Tools & Technology

- **Included:** ChatGPT and Zapier (subscription provided during program).
- **Required:** Laptop/desktop with internet access, Chrome or Firefox recommended.
- **Optional:** Google Workspace tools (Docs, Sheets)



ChatGPT



Claude

zapier



n8n



LangChain

# Expectations

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## Accessibility & Accommodations

We are committed to inclusive learning. Accommodations (e.g., captioned recordings, extended deadlines, alternative assignments) are available upon request. Please notify your instructor or support staff at enrollment.

## Policies

- **Attendance:** Recommended at all live sessions; minimum 5 required.
- **Late Work:** Assignments accepted up to 2 days late with a penalty; contact instructor for emergencies.
- **Academic Integrity:** Original work required. Use of AI is encouraged when aligned with assignment goals, but all work must reflect your own learning.
- **Refunds & Withdrawals:** Full refund available within 5 days of enrollment. After that, partial credit may be available per institutional policy.

## Outcomes

While completion of **this program does not guarantee a job**, our goal is to give you the skills, confidence, and resources to pursue your next opportunity. Career coaches will work with you to:

- Translate your new skills into portfolio assets and resumes,
- Identify ways to showcase AI expertise in your current role,
- Explore potential career paths and advancement opportunities.

We'll support you in moving toward your professional goals, but success ultimately depends on your own effort, experience, and the job market.

# | Community

## Instructors

You'll be learning directly from professionals who actively use AI every day in fields like marketing, consulting, tech, and operations. To give you a clearer picture of who's leading your learning journey, here's a sample instructor profile that reflects the type of expertise you can expect in this program:



**Joseph Rosenbaum**

Founder & CEO  
**Synaptic Labs**



## Career & Learner Support

Alongside your instructors, you'll have access to dedicated support staff who help ensure you stay on track and get the most out of your learning experience.



**Max Lyons**

Dir. Learner Success  
**Upright Education**



**Erica Peryga**

Career Coach  
**Upright Education**



## Collaboration & Community **Discord**

Learners are encouraged to connect through:

- Discussion forum on our Discord workspace and community
- Peer feedback on assignments and classroom engagement
- Group work throughout the course

# Curriculum

## Master Workflow Automation with AI Agents

Week 1

### **SPOTTING AUTOMATION OPPORTUNITIES**

Get oriented with generative AI and prompt engineering. Learn how AI models like ChatGPT work, what they can and can't do, and how to begin crafting effective prompts for real-world applications.

- Identify and evaluate tasks suitable for AI-driven automation
- Break complex processes into logical, automatable components
- Use tools like NotebookLM to organize research and task inputs
- Learn the building blocks of agent behavior: triggers, decisions, and actions

**Toolkit Assignment:** Create a one-page brief identifying 2–3 workflows in your current work or business that could be automated using AI agents. Include a short rationale for each, focused on potential impact and feasibility.

“ A month ago, I didn't even know what an AI agent was and now I've built ones that are being used by my team to build pipeline faster and help my reps close more deals.

- Sarah, P. Sales Leader



Week 2

## **MAPPING THE AGENT'S WORKFLOW**

Before an agent can act, it needs structure. This week, you'll learn how to design clear, step-by-step workflows by identifying triggers, actions, and outcomes. You'll use visual tools to map out logic flows, uncover dependencies, and prepare for automation with precision.

- Translate real-world tasks into workflow logic: triggers, inputs, and outputs
- Use Miro to create a visual workflow diagram for your chosen use case
- Apply systems thinking to identify weak points, redundancies, and gaps
- Finalize one automation scenario to develop into an AI agent

**Toolkit Assignment:** Choose one of your Week 1 workflow ideas and create a detailed process map. Identify the key components—inputs, steps, decision points, tools, and outputs—needed to automate the task successfully.

Week 3

## **BUILD AND DEPLOY YOUR FIRST AI AGENT**

It's time to bring your workflow to life. This week, you'll use no-code automation platforms and AI tools to build your first functioning agent—one that can trigger, act, and respond intelligently to your defined use case.

- Use no-code tools like Make.com, Zapier, or n8n to connect apps and actions
- Integrate ChatGPT Plus for dynamic responses, generation, or decision-making
- Build your agent's logic: trigger conditions, API calls, and content output
- Troubleshoot, test, and refine your automation to ensure reliable performance

**Toolkit Assignment:** Build and document a working AI agent that completes a real workflow using at least two connected tools. Submit a short demo showing how your agent operates from trigger to output.

## Week 4

# LAUNCHING & OPERATIONALIZING YOUR AI AGENT

This week is all about going from prototype to production. You'll develop a rollout plan for your agent, consider adoption strategies, and address real-world implementation challenges like stakeholder buy-in, monitoring, and governance.

- Build an adoption plan that ensures your agent adds value, not friction
- Apply change management principles to introduce automation to your team
- Define rules and responsibilities for ethical, secure, and reliable AI usage
- Create a system for monitoring performance and maintaining quality

**Toolkit Assignment:** Build a governance framework for your AI agent that outlines usage policies, ethical considerations, data privacy standards, and quality assurance measures to ensure safe, compliant, and sustainable deployment.

## Week 5

# EXPANDING WITH AGENT CHAINS & MULTI-STEP LOGIC

Now that you've built and deployed a single-path agent, it's time to expand your thinking. This week, you'll learn how to design more powerful automations by chaining multiple actions together and introducing branching logic. You'll create agents that can handle multiple scenarios, adapt based on inputs, and scale across use cases.

- Break your agent into modular tasks that can be chained together
- Add conditional logic to handle multiple outcomes or decision paths
- Design branching workflows that adjust based on user input or data
- Explore how to build agents that trigger or pass data to other agents or tools

**Toolkit Assignment:** Extend your existing agent by adding a new step, branch, or decision path. Submit a visual map and logic breakdown of how your agent now handles different scenarios or expands functionality.

Week 6

## REFINE, SCALE, AND SHOWCASE YOUR AGENT

In your final week, you'll refine and document your AI agent, then present your complete workflow as a real-world solution. This is your opportunity to showcase the skills you've gained—from mapping and building to scaling and governing a fully functional AI agent.

- Run final tests and polish your workflow for clarity and reliability
- Prepare supporting materials: logic maps, toolchain overview, governance summary
- Present your agent's purpose, structure, and business value
- Reflect on your learning journey and outline future enhancements

**Toolkit Assignment:** Submit your final agent package, including:

- A recorded 3–5 minute presentation or written walkthrough
- Final workflow map and visual logic diagram
- Governance framework
- Reflection on use case, performance, and next steps

Completion

## CERTIFICATE OF COMPLETION

**Gain real-world skills and earn a recognized credential.**

The course includes online content, live sessions, quizzes, readings, and hands-on projects. To earn your award of completion, you must attend live sessions, complete all assignments, and receive a passing grade.



**UNIVERSITY**

This certificate of completion is proudly awarded to

**Amy Donovan**

For the successful completion of the program  
conducted by Upright Education and University  
between the dates of January 1st - April 4th

*Mary Brandt*

Dr. Mary Brandt  
Dean of Continuing Education

Awarded on the 4th day of April

# | FAQs

## DO I NEED A TECHNICAL BACKGROUND TO SUCCEED IN THIS COURSE?

You don't need a coding background, but familiarity with tools like ChatGPT or Claude is recommended. This course is for learners comfortable with generative AI who are ready to design and deploy automated workflows using no-code tools. Basic digital literacy and experience with spreadsheets or cloud apps will help you succeed.

Want to brush up on your ChatGPT skills? Check out our AI Prompt Engineering Certificate Program.

## WHAT MAKES THIS COURSE DIFFERENT FROM OTHER AI OR AUTOMATION COURSES?

This course focuses specifically on practical, no-code automation. You'll walk away with hands-on experience using tools like ChatGPT and Zapier to solve real business problems, not just theory.

## WHAT WILL I BE ABLE TO DO AFTER COMPLETING THIS COURSE?

You'll be able to identify automation opportunities in your work, design and build AI-powered agents using no-code tools, and deploy end-to-end workflows that save time, improve accuracy, and scale your output.

## WILL I EARN A CERTIFICATE UPON COMPLETION?

Yes. Learners who complete all Toolkit Assignments and meet minimum assessment requirements will receive a certificate of completion.

## WHAT TOOLS OR SOFTWARE DO I NEED FOR THIS COURSE?

You'll get hands-on experience with tools like ChatGPT, Zapier, n8n, NotebookLM, and other leading no-code platforms. We'll show you how they work together to build smart, scalable automations.

# | FAQs

## DO I NEED TO PURCHASE ANY SOFTWARE?

No extra purchases are required. We include a subscription to ChatGPT Plus and Zapier Pro during your time in the program. All other tools are free or offer free-tier access.

## CAN I USE DIFFERENT TOOLS THAN THE ONES TAUGHT?

We focus on tools that are widely used and beginner-friendly, but the principles you learn can be adapted to other platforms

## IS THERE ANY LIVE INSTRUCTION OR COACHING?

Yes. While the course is self-paced, you'll also have access to a weekly 1-hour live session with instructors.

## WILL I HAVE SOMEONE TO HELP ME IF I GET STUCK?

Yes! Our learner support team is here to guide you through challenges, answer questions, and help you stay on track.

## ARE THERE ASSIGNMENTS OR HANDS-ON PROJECTS?

Absolutely. You'll complete real automation challenges and build a capstone project to showcase your skills.

## HOW MUCH TIME SHOULD I EXPECT TO SPEND EACH WEEK?

Expect to spend 8-10 hours per week on interactive lessons, your weekly Toolkit Assignment, and a live virtual session for collaboration and support.

## HOW LONG WILL I HAVE ACCESS TO THE COURSE?

You'll have full access to all materials, tools, and support during the 6-week program, and continued access to course content and resources for 6 months from enrollment.

# | FAQs

## CAN I ENROLL FROM OUTSIDE THE U.S.?

At this time, enrollment is only open to learners located within the U.S.A

## HOW WILL THIS COURSE HELP MY CAREER?

You'll gain in-demand automation and AI skills that can increase your value at work, streamline your responsibilities, and open new career paths in tech-enabled roles.

## WHAT KIND OF SUPPORT DO I GET FOR CAREER DEVELOPMENT?

You'll have access to career coaches who can help you identify how to apply your new skills, articulate your value to employers, and take the next step in your professional growth.

## IS THIS COURSE GOOD FOR ENTREPRENEURS OR FREELANCERS?

Yes! If you run a business or offer services, this course will help you automate operations, save time, and scale your impact without hiring a team.

## HOW MUCH DOES THE COURSE COST?

The full program is priced at \$1,995, which includes all tools, support services, and your certificate.

## DO YOU OFFER FINANCING OPTIONS?

Yes, we offer flexible payment options, including buy now, pay later. You'll see these options at checkout.

## CAN MY EMPLOYER PAY FOR THIS COURSE?

Absolutely. We can provide invoices or documentation to support employer reimbursement or tuition assistance programs.

## DO YOU OFFER REFUNDS?

Yes, we offer a 7-day refund period from your start date.

**Want to know more?**

# Contact Us

If you have any questions about the program or the admissions process, feel free to get in touch using the email address below or give us a call. You can also apply directly via our website.



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