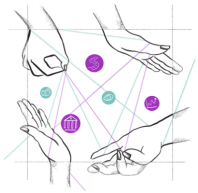
Catalyst
enabling results

AI in action



Your people have the tools. Now give them the skills and confidence to use them.

Our own research aligns with findings from Boston Consulting Group: around 70% of the challenge of AI adoption relates to people and processes rather than technology. But what organisations need isn't training about AI itself, it's training that helps people apply AI to the work they do every day, using the tools they already have.

"We've already rolled it out, but hardly anyone uses it."

People don't adopt tools, they adopt what helps them get work done. We focus on the work, not the tool.

"Is our data safe?"

Our starting point is understanding the information needed, the boundaries that apply, and how outputs will be validated.

"We need practical skills, not theory."

We use real tasks and real examples, so the learning happens through the work itself.

Build real AI solutions you can use today

A one-day facilitated learning session for up to 15 people, in person. A short survey beforehand tells us where your teams lose time, and a quick check confirms what your licences allow. On the day, participants rank their repetitive work, choose what's worth improving, and build solutions using prompts, custom assistants and agents connected to their systems. We're technology-agnostic, so we work in ChatGPT, Claude, Copilot and Copilot Studio, Gemini, or a combination of them.

Every build passes one test: does it either give us time back, or make life better for the people we serve? Ideally both. Everything is built within your licensed tools and security settings, and participants learn the boundaries of safe and effective AI use, including what should never leave them.

How the day runs

- **Rules of the road**
  We cover what AI is and isn't, what information should never be shared, and how to write prompts for useful results.
- **Where the time goes**
  Participants map the tasks that consume their time, and see priorities emerge live through a Pareto analysis.
- **Build**
  Working on real tasks, groups create prompts and agents, learning the building blocks of automation: triggers, goals, connectors and tools.
- **Show, share, plan**
  Every group demonstrates their build, shares lessons learned, and creates a practical plan for their next steps.

Practical takeaways

- **A working solution**
  A prompt, assistant or agent built around a real task.
- **The confidence to use AI safely**
  Clear rules on what goes in, what stays out, how to check outputs, and why it matters.
- **A shared language**
  A practical understanding of agents, chatbots, models and connectors that supports future builds.
- **A prioritised opportunity list**
  A Pareto view of where time is being spent, ready for the next round of improvements or a follow-up clinic.

In one day, participants have built agents for rotas, email triage, SOPs, minutes and guest reviews. Their feedback:

"James took us through the world of AI to debunk some myths, improve efficiencies and give time back in our day."

Ciaran Thomas-Smith
Front of House Manager, Sea Containers London

"Exploring how operational leaders can harness AI to streamline day-to-day processes and gain time back ... was genuinely eye-opening."

Unni Menon
Assistant Front Office Manager, Hilton London Bankside

"A really interesting and practical day that showed how AI can be used ... to improve efficiency, processes and the way we work."

Joseph Zanaty
Food and Beverage Manager

Why Catalyst?

We shipped it

CatStat, our own AI-powered analysis platform used by 700+ practitioners, and the open-source AI Kaizen Framework.

We published it

Led and co-authored the Business Agility ThinkTank whitepaper: **A Human-First Approach for Integrating Humans and Machines.**

We're trusted for it

Thirty years of process improvement, nine with automation and AI. Catalyst is proud to partner with BQF, CQI, ICAgile and LCS.

Ready to claim back hours every week?

Let's share thirty minutes to talk about where your people lose time and which tools they have. Then we'll shape the day around them.

One day. Real work. Practical results.

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