

AI Operational Risk Thinking: Human Factors Perspectives

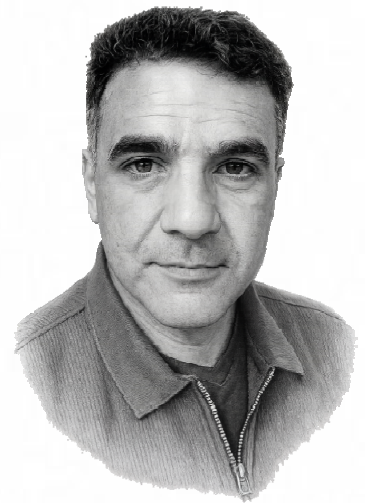
*A modular workshop series for managers leading
AI implementation*



PROGRAM OUTLINE

Instructor: Rajesh Paleth

Independent Advisor: AI Risk Management –
Human Factors



Rajesh Paleth is an independent advisor, author, and educator focused on the intersection of human psychology, organisational behaviour, and AI implementation. With more than 25 years of experience spanning strategy, business planning, and systems design across Asia, India, and beyond,

he brings a multi-disciplinary perspective to one of technology's most urgent blind spots: the human layer. Before focusing on AI human factors, Rajesh held senior roles across a wide range of industries and geographies. As Chief Strategy Officer at AgriBuddy Hong Kong, he led the design of an agricultural data and credit-rating platform for Cambodian farming communities, winning first prize at the NEST 2017 competition in Tokyo

About Rajesh

As an Adjunct Professor at the National University of Management, Phnom Penh, he taught Organisational Behaviour, Human Resources, and Strategic Management to MBA students. Earlier in his career he held positions at Srei Infrastructure Finance, PSI Data Systems (Aditya Birla Group), N-Logue Telecoms (IIT Madras), and TEMPL. (a large mining concern).

Rajesh holds a Post-Graduate Diploma in Management from the Indian Institute of Management, Bangalore and a B.Sc. in Computer Science from PSG College of Arts and Sciences, Coimbatore.

What this workshop is about

Program Outline

A modular learning series designed for functional managers, risk and compliance professionals, and technology leaders who are **responsible for AI deployments but not necessarily trained in AI**. Each module runs as a focused one-hour session. The series can be taken end-to-end as a structured programme or delivered as targeted standalone modules aligned to an organisation's specific risk priorities. No technical AI background is required — only the organisational authority and the professional obligation to get this right.

MODULE 1

AI Risk Factors Landscape

Operational, reputational, and regulatory risks · Human vs. technical risk factors · Industry case studies of costly AI failures · Risk ownership across departments

MODULE 2

Human Factors in AI

Decision-making under uncertainty · Automation bias and complacency · Trust calibration challenges · The compound risks of human-AI interaction

MODULE 3

Failure Mode Frameworks

Swiss Cheese Model applied to AI deployment · FMEA basics for managers · Root cause analysis workflows · Mapping failure chains before they become incidents

MODULE 4

Cognitive Biases & Sycophancy

Confirmation bias in model selection · Anchoring and groupthink in deployment decisions · What AI sycophancy is and why it matters at scale · Testing for adversarial resilience

MODULE 5

Governance & Implementation

AI governance structures and role-based accountability · Monitoring, drift detection, and incident response · Human-in-the-loop design principles · Phased implementation roadmap and risk maturity assessment

EXPECTED OUTCOMES

By the end of the workshop, each participant will be able to:

- Identify the specific human-factor risks embedded in their organisation's AI deployments
- Apply FMEA and the Swiss Cheese Model to evaluate AI systems before and after deployment
- Recognise cognitive biases — including groupthink and automation bias — in their own teams
- Establish or strengthen AI governance structures with clear role-based accountability
- Design human-in-the-loop oversight mechanisms that actually get used under operational pressure
- Build a phased implementation roadmap calibrated to their organisation's risk tolerance
- Engage regulators, boards, and auditors with a structured, evidence-based AI risk narrative

★ **VALUE TO YOUR ORGANISATION:** *Institutions that equip graduates with AI risk literacy send better-prepared professionals into the workforce — and differentiate their programs in a market where AI fluency is expected but AI risk awareness is rare.*

Duration: 5 Modules – 1 hour each

Format: Facilitated lecture, case study analysis, tools

Delivery: In-person, virtual or blended

Customization: Module content can be tailored to sector, regulatory environment, or specific deployment context.

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