

AI Awareness for Business Professionals

Format: Half-Day Workshop (3 Hours)

Expandable to Full Day: Includes additional practical modules on Prompting & Hands-on Use Cases

Audience: Managers, Executives, Supervisors, Admin Staff, Sales Teams, HR, Finance, Operations, Entrepreneurs

Level: Beginner to Intermediate (No technical background required)

1. Programme Overview

Artificial Intelligence is no longer a future trend; it is now a practical workplace tool. This engaging and practical workshop is designed to help business professionals understand AI, remove fear and confusion, and discover how AI can improve productivity, communication, decision-making, customer service, and innovation.

Participants will learn what AI really is, what tools are available today, risks and ethics, and how to start using AI intelligently in their own jobs.

HALF-DAY TRAINING CONTENTS (4 Hours)

Module 1 – AI Made Simple: What Every Professional Should Know

Topics Covered:

- What is Artificial Intelligence? (simple explanation)
- AI vs Automation vs Machine Learning vs Chatbots
- Why AI matters now
- How AI is already used in daily life:
 - Google Maps
 - Netflix recommendations
 - Spotify playlists
 - Uber pricing
- AI myths and misconceptions

Module 2 – AI in the Modern Workplace

Practical Business Applications:

- Writing emails faster
- Summarising reports
- Preparing presentations
- Customer service responses
- Brainstorming ideas
- HR job descriptions & interview questions
- Sales proposals & marketing content
- Data analysis support
- Meeting minutes generation

Tools Demonstration: ChatGPT, Microsoft Copilot, Canva AI tools, Grammarly

Module 3 – AI Risks, Ethics & Smart Use

Topics:

- Can AI make mistakes? Yes.
- Hallucinations explained simply
- Confidentiality risks
- Bias in AI systems
- Deepfakes and misinformation
- When NOT to rely on AI
- Human judgment remains essential

Module 4 – Future of Work: Will AI Replace Jobs?

Discussion:

- Jobs likely to change
- Tasks AI can automate
- Human skills becoming more valuable:
 - Critical thinking
 - Communication
 - Leadership
 - Emotional intelligence
 - Creativity
 - Decision making

Module 5 – Action Plan for Your Workplace

Participants Build Their Own AI Opportunity List:

- 3 repetitive tasks AI can help with
- 3 areas where quality can improve
- 3 risks to manage
- First AI tool to explore next week

FULL DAY VERSION (Add These Extra Modules)

Module 6 – Basic Prompting Skills

Learn How to Ask AI Properly

What is a Prompt?

Prompt Engineering Basics

Advanced Prompts

Prompting Techniques:

- Ask better questions
- Give context
- Request formats (table, bullet list, summary)
- Improve outputs step by step

Live Practice

Module 7 – Hands-On AI Productivity Lab

Participants practice:

- Writing professional emails
- Summarising a long text
- Creating meeting minutes
- Drafting proposal ideas
- Building social media posts
- Brainstorming business improvements

Using ChatGPT or similar tools.

Module 8 – AI Strategy for Leaders / Managers

- Where to start in the organisation
- AI quick wins
- AI governance basics
- Staff adoption strategy
- Productivity measurement
- Upskilling employees

Expected Outcomes

By end of training participants will:

- Understand AI clearly without technical jargon
- Know useful AI tools for work
- Use AI more responsibly
- Save time on repetitive tasks
- Gain confidence for future AI adoption
- Learn prompting basics (full-day option)