



Leveraging AI in the Workplace

Our **Leveraging AI in the Workplace** Program is comprised of six 4-hour courses:

1. **Introduction to using AI at work:** For participants new to AI.
2. **AI Literacy for the Workplace: How to Use Artificial Intelligence Effectively, Safely, and Strategically:** For participants who know a little about AI, but need to expand their knowledge, understanding and proficiency.
3. **AI Prompting Basics:** For participants who need to learn basic techniques for communicating with AI to generate value for their organization.
4. **AI Prompting Advanced Techniques:** For participants who know the basics of AI Prompting desire to increase their efficiency.
5. **Introduction to Agentic AI:** For participants to learn about using AI to improve automation on repetitive tasks such as answering service requests and updating old code.
6. **Using AI for Data Analysis:** For participants who need to explore, interpret, and communicate insights from data.

These courses can be taught individually or combined.

For participants who require a more comprehensive understanding of AI, we offer a 3-Day course: **Fundamentals of AI: Concepts, Prompting, and Responsible Use.**

Course descriptions for all the above courses are on the following pages.

For participants who need training in other AI topics such as using AI for data modeling or Improving 508 Compliance with AI, please ask us about our **Developing Your Skills with AI** offerings.



Introduction to using AI at work – 4 Hours

This introductory course is designed to help professionals understand how artificial intelligence (AI) can enhance productivity, creativity, and decision-making in the workplace. Participants will explore practical AI applications, from writing assistance and data analysis to automating routine tasks. Through demonstrations and guided activities, learners will gain hands-on experience using AI tools responsibly and effectively. No prior technical experience is required; just curiosity and an openness to new ways of working smarter.

Learning Objectives:

By the end of this session, participants will be able to:

1. Explain the basic concepts of artificial intelligence and how it is transforming modern workplaces.
2. Identify key AI tools and applications relevant to their professional roles (e.g., writing, analysis, communication, and organization).
3. Apply AI tools to common workplace tasks to improve efficiency and accuracy.
4. Evaluate the benefits and limitations of AI in decision-making and problem-solving.
5. Recognize ethical considerations and best practices for using AI responsibly at work.
6. Develop a personal action plan for integrating AI into their daily workflow.



AI Literacy for the Workplace: How to Use Artificial Intelligence Effectively, Safely, and Strategically – 1 Day

Artificial intelligence is rapidly reshaping how work gets done — from automating routine tasks to generating insights, reports, and creative ideas. But to use it effectively, professionals need more than curiosity; they need AI literacy: the ability to understand what AI can do, how to communicate with it, and how to use it responsibly.

This one-day interactive course equips participants with the essential concepts, tools, and skills to confidently apply AI in their everyday work. Through demonstrations, discussions, and hands-on exercises, learners will explore the fundamentals of AI, practice prompt engineering, understand how to work with data, and identify both the opportunities and risks of using AI in the workplace.

By the end of the course, participants will be able to integrate AI tools into their workflows strategically, creatively, and ethically — turning AI from a buzzword into a practical, everyday advantage.

Learning Objectives:

By the end of this session, participants will be able to:

1. Define what artificial intelligence is and describe how it impacts today's workplace.
2. Differentiate between major types of AI — including machine learning, generative AI, and agentic AI.
3. Explain how AI systems process language, data, and patterns to produce results.
4. Apply effective prompt engineering techniques to get more accurate and useful outputs.
5. Use AI tools to summarize, analyze, and visualize data for decision-making.
6. Identify common risks and limitations of AI, including bias, misinformation, and overreliance.
7. Recognize ethical and privacy considerations when using AI in professional settings.
8. Evaluate the quality and reliability of AI-generated content.
9. Integrate AI tools into daily workflows to improve productivity and creativity.
10. Develop a personal action plan to continue building AI fluency and responsible habits.



AI Prompting Basics – 4 Hours

As AI tools become everyday partners in the workplace, knowing *what to ask* is just as important as knowing *how to use* them. This hands-on course teaches working professionals how to craft effective prompts to get high-quality, accurate, and useful responses from AI systems like ChatGPT, Gemini, and Microsoft Copilot. Participants will learn the structure of strong prompts, practice advanced techniques, and discover how to adapt AI to their specific work tasks—whether writing, research, analysis, or creative problem-solving.

By the end of this session, learners will not only understand *how* AI models interpret language, but also *how to guide them* to produce the most relevant and reliable results.

Learning Objectives:

By the end of this session, participants will be able to:

1. Explain how prompt wording affects the quality and accuracy of AI responses.
2. Apply structured prompting techniques (role-based, step-by-step, and contextual prompts) to improve results.
3. Refine and iterate on AI outputs through effective follow-up prompts and clarifying instructions.
4. Differentiate between general, task-specific, and creative prompt strategies.
5. Evaluate AI outputs for accuracy, tone, and relevance to professional goals.
6. Design personalized prompt templates for recurring workplace tasks.



AI Prompting Advanced Techniques – 4 Hours

This advanced workshop is designed for professionals who already use AI tools and want to take their prompting skills to the next level. Participants will explore how to strategically guide AI systems to produce highly accurate, creative, and context-aware outputs.

The session dives into the mechanics of prompt engineering—how to structure multi-step instructions, apply system roles, chain prompts for complex tasks, and design reusable prompt frameworks. Learners will also discover advanced prompting patterns such as few-shot learning, persona modeling, and reasoning strategies to control tone, depth, and precision.

By the end of the course, participants will be able to command AI models with confidence, turning them into powerful collaborators for writing, analysis, and decision-making.

Learning Objectives:

By the end of this session, participants will be able to:

1. Explain how prompt design affects AI reasoning, creativity, and reliability.
2. Apply advanced prompting frameworks such as role-based, few-shot, and chain-of-thought techniques.
3. Construct multi-turn prompt sequences for complex or analytical workflows.
4. Develop reusable prompt templates for specialized professional tasks.
5. Optimize prompts for accuracy, bias reduction, and desired tone.
6. Evaluate and debug AI outputs through systematic prompt iteration and testing.



Introduction Agentic AI – 4 Hours

Artificial intelligence is evolving beyond passive tools that simply respond to prompts — it’s becoming agentic. *Agentic AI* systems can reason, plan, and take actions autonomously toward defined goals, integrating capabilities like task management, data retrieval, and decision-making. These new AI “agents” are changing how work is done across industries, from research automation to workflow orchestration.

This course introduces participants to the emerging field of Agentic AI, explaining how it differs from traditional and generative AI, how it operates, and what its potential applications and risks are. Through live demonstrations, guided discussions, and practical scenarios, participants will explore real-world use cases and frameworks for using agentic AI responsibly and effectively in professional settings.

Learning Objectives:

By the end of this session, participants will be able to:

1. Define Agentic AI and explain how it differs from traditional and generative AI systems.
2. Describe how agentic systems use reasoning, planning, and memory to perform complex, multi-step tasks.
3. Identify current and emerging use cases for agentic AI in business, government, and research.
4. Understand the underlying technologies that enable autonomous AI behavior (e.g., APIs, vector databases, and tool use).
5. Apply examples of agentic AI to workflow automation, research, and data analysis.
6. Recognize the risks, limitations, and ethical implications of autonomous AI decision-making.
7. Evaluate how to responsibly integrate agentic AI systems into existing organizational processes.



Using AI for Data Analysis – 4 Hours

In today's data-driven workplace, artificial intelligence (AI) is transforming how professionals explore, interpret, and communicate insights from data. This hands-on workshop introduces participants to practical ways of using AI-powered tools—such as ChatGPT, Gemini, and Microsoft Copilot—to analyze data, identify trends, and generate clear visualizations and summaries.

Through guided demonstrations and real-world exercises, learners will discover how to use AI to clean data, interpret statistical results, and translate complex datasets into actionable business insights. The session emphasizes accessibility—no coding or data science background required—and focuses on practical applications for decision-making, reporting, and strategy.

Learning Objectives:

By the end of this session, participants will be able to:

1. Explain how AI tools can assist in different stages of data analysis and interpretation.
2. Use AI to explore datasets, summarize findings, and generate visual representations.
3. Apply prompting techniques to ask AI the right analytical questions.
4. Interpret AI-generated insights critically and verify their reliability.
5. Integrate AI-assisted analysis into existing workflows and decision-making processes.
6. Recognize the ethical and practical limitations of using AI for data insights.



Fundamentals of AI: Concepts, Prompting, and Responsible Use – 3 Days

This three-day immersive course provides professionals with a solid foundation in artificial intelligence (AI)—what it is, how it works, and how to use it responsibly in modern organizations. Participants will gain a conceptual and practical understanding of AI systems, from machine learning and generative AI to emerging **agentic AI** systems that can plan, act, and automate workflows autonomously.

Through demonstrations, guided discussions, and hands-on exercises, learners will explore how to effectively communicate with AI through **prompt engineering**, how AI supports data-driven decision-making, and how to assess both the opportunities and risks associated with AI deployment.

By the end of the course, participants will not only understand the technology but also how to strategically and ethically apply it in their workplace.

Learning Objectives:

By the end of this session, participants will be able to:

1. Define core concepts and terminology related to Artificial Intelligence, Machine Learning, and Natural Language Processing.
2. Differentiate between Generative AI (content creation) and Agentic AI (goal-oriented automation).
3. Describe how AI models are trained, validated, and deployed to perform real-world tasks.
4. Identify practical AI applications across key business functions such as analytics, communication, and automation.
5. Apply fundamental prompt engineering techniques (clarity, role-setting, iteration, and constraints) to improve AI performance.
6. Experiment with AI tools to analyze data, generate content, and visualize insights.
7. Evaluate AI-generated outputs for quality, accuracy, bias, and contextual relevance.
8. Explain common risks of using AI, including misinformation, overreliance, bias, and data leakage.
9. Discuss ethical, legal, and governance considerations related to responsible AI use.
10. Develop a personal or organizational action plan for integrating AI safely and strategically into workflows.