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AI-Powered Workplace Productivity with ChatGPT and Gemini

From Everyday Tasks to AI-Augmented Knowledge Work - 2 days

FA-0092 · 2 days

Agentic & Generative AI

Introduction

Artificial Intelligence has rapidly evolved from a niche technology into a practical workplace tool used across nearly every business function. Employees today are expected to analyze information faster, produce higher-quality content, automate repetitive tasks, extract insights from data, and communicate effectively across multiple channels. Modern AI platforms such as ChatGPT and Gemini have become valuable digital assistants capable of accelerating these activities when used correctly.

This course is designed for business users, knowledge workers, managers, analysts, administrators, and professionals who want to leverage AI to improve productivity without requiring a technical or programming background. Participants will learn how AI works, understand its strengths and limitations, develop effective prompting and context management techniques, and apply AI across Microsoft Office and Google Workspace environments. The course also explores advanced productivity capabilities including custom GPTs, projects, memory management, Gemini Workspace integration, Gemini CLI, research workflows, reporting, and AI-assisted decision support.

The training incorporates current industry practices and platform capabilities, including ChatGPT's customization features and Gemini's growing integration across Google Docs, Sheets, Drive, and Workspace productivity workflows. Recent enhancements have significantly expanded AI-assisted document creation, spreadsheet analysis, research, and workplace automation capabilities.

The instructor brings over 30 years of industry experience and delivers practical, workplace-focused content based on real business requirements and current industry demand rather than purely academic theory.

Learning outcomes

Upon completion of this course, participants will be able to:

- Understand the evolution of AI and the fundamentals of how modern AI systems operate.
- Explain the capabilities, limitations, risks, and behavioral characteristics of generative AI.
- Apply prompt engineering techniques to achieve more accurate and useful AI outputs.
- Utilize context engineering approaches to improve AI consistency and quality.
- Effectively use ChatGPT for workplace productivity tasks.
- Effectively use Gemini for workplace productivity tasks.
- Leverage AI within Microsoft Word and Excel environments.
- Leverage AI within Google Docs and Google Sheets environments.
- Use ChatGPT Projects, Memory, and Custom GPTs to organize and scale work.
- Utilize Gemini Workspace integrations to improve collaboration and efficiency.
- Understand and apply Gemini CLI for productivity and automation scenarios.
- Conduct AI-assisted research, information synthesis, and reporting.
- Build repeatable workflows that improve efficiency while maintaining quality and governance.
- Identify AI risks, inaccuracies, bias, privacy concerns, and compliance considerations.
- Develop practical AI-assisted workflows applicable to daily business operations.

Prerequisites

- Basic computer literacy
- Familiarity with common office productivity applications
- Experience using Microsoft Word and Excel
- Experience using Google Docs and Google Sheets
- Basic internet and web browsing skills
- No programming or AI background required

Training outline

1. Introduction to Artificial Intelligence

Evolution of Artificial Intelligence

1. Early AI concepts and milestones
2. Machine learning evolution

3. Rise of generative AI
4. Current AI landscape
5. Business adoption trends

Understanding AI Without the Technical Complexity

1. What AI is and what AI is not
2. Large Language Models
3. How AI learns patterns
4. Training versus inference
5. Tokens and context windows
6. Multimodal AI capabilities

Understanding Modern AI Platforms

1. ChatGPT ecosystem
2. Gemini ecosystem
3. Comparison of AI assistants
4. Strengths and limitations of each platform
5. Selecting the right AI for different tasks

2. AI Behaviour, Risks and Responsible Usage

Understanding AI Behaviour

1. Predictive nature of AI
2. Probabilistic responses
3. Context dependency
4. Consistency challenges
5. Hallucinations and inaccuracies

AI Risks and Limitations

1. Misinformation risks
2. Bias and fairness concerns
3. Privacy considerations
4. Confidential information risks

5. Intellectual property considerations
6. Regulatory and compliance concerns

Responsible AI Usage

1. Verification techniques
2. Human oversight requirements
3. Safe handling of business information
4. AI governance principles
5. Ethical AI practices

3. Prompt Engineering Fundamentals

Understanding Prompts

1. Anatomy of an effective prompt
2. Instructions and objectives
3. Context and constraints
4. Output requirements
5. Prompt refinement techniques

Core Prompting Techniques

1. Role-based prompting
2. Task-oriented prompting
3. Structured prompting
4. Iterative prompting
5. Multi-step prompting
6. Chain-of-thought-inspired prompting

Output Control Strategies

1. Formatting outputs
2. Tone and style control
3. Audience targeting
4. Response length management
5. Quality improvement techniques

Prompt Libraries and Reusable Templates

1. Personal productivity prompts
2. Business communication prompts
3. Analytical prompts
4. Research prompts
5. Reporting prompts

4. Context Engineering for Better AI Results

Understanding Context Engineering

1. Context versus prompts
2. Why context matters
3. Information hierarchy
4. Context management strategies

Building Effective Context

1. Background information
2. Organizational context
3. Project context
4. Role-specific context
5. Process-specific context

Context Management Techniques

1. Maintaining conversational continuity
2. Session management
3. Reference documents
4. Knowledge repositories
5. Long-running workstreams

Advanced Context Strategies

1. Context layering
2. Context summarization

3. Context refresh techniques
4. Context reuse frameworks
5. Organizational AI knowledge management

5. Workplace Productivity with ChatGPT

ChatGPT Platform Overview

1. Interface and capabilities
2. Model selection considerations
3. Workspace organization
4. Productivity workflows

ChatGPT Memory

1. Understanding memory functionality
2. Personalization capabilities
3. Managing stored preferences
4. Memory governance
5. Workplace use cases

ChatGPT Projects

1. Organizing work by project
2. Project knowledge management
3. Maintaining project context
4. Project-based workflows
5. Team productivity considerations

Custom GPTs

1. Understanding Custom GPTs
2. GPT configuration concepts
3. Knowledge source integration
4. Instruction design
5. Business use cases
6. Department-specific GPTs

7. Internal knowledge assistants

Everyday Productivity Tasks

1. Email drafting and refinement
2. Meeting preparation
3. Meeting summaries
4. Business communication
5. Presentation preparation
6. Brainstorming and ideation
7. Content creation

Professional Writing Assistance

1. Reports
2. Executive summaries
3. Proposals
4. Policies and procedures
5. Training materials
6. Business correspondence

6. Workplace Productivity with Gemini

Gemini Platform Overview

1. Gemini capabilities
2. Gemini workspace features
3. Gemini productivity workflows
4. Comparing Gemini and ChatGPT use cases

Gemini Workspace Integration

1. Gemini in Google Workspace
2. Cross-application productivity
3. Information discovery
4. Workflow acceleration

Gemini in Google Docs

1. Document drafting
2. Content refinement
3. Document summarization
4. Collaborative writing
5. Style adaptation
6. Document transformation

Gemini in Google Sheets

1. Spreadsheet analysis
2. Formula assistance
3. Data interpretation
4. Trend identification
5. Business reporting
6. Data summarization

Gemini in Google Drive

1. Knowledge discovery
2. Document search
3. Information extraction
4. Cross-document analysis

Gemini Workspace Productivity Workflows

1. Research-to-document workflows
2. Data-to-report workflows
3. Collaboration workflows
4. Information management workflows
5. Knowledge worker productivity patterns

7. AI Productivity in Microsoft Office

AI-Assisted Microsoft Word Workflows

1. Drafting business documents
2. Editing and rewriting
3. Executive communication
4. Report development
5. Policy creation
6. Proposal generation

AI-Assisted Excel Workflows

1. Formula generation
2. Spreadsheet analysis
3. Data cleansing support
4. Trend analysis
5. Data interpretation
6. Dashboard support

Integrating ChatGPT with Office Workflows

1. Copy-paste workflows
2. Document enhancement workflows
3. Spreadsheet productivity techniques
4. Business reporting workflows
5. Review and validation processes

8. Gemini CLI for Workplace Productivity

Introduction to Gemini CLI

1. CLI concepts
2. Productivity use cases
3. Supported workflows
4. Benefits and limitations

Gemini CLI Fundamentals

1. Installation overview
2. Authentication concepts
3. Command structure
4. Working with prompts
5. Working with files

Practical Productivity Scenarios

1. File analysis
2. Content generation
3. Batch document processing
4. Research assistance
5. Documentation workflows
6. Knowledge management workflows

Productivity Automation Concepts

1. Repetitive task automation
2. Workflow acceleration
3. Content processing
4. Business process support

9. AI-Assisted Research and Information Analysis

Research Fundamentals

1. Research planning
2. Information gathering
3. Source evaluation
4. Fact verification
5. Credibility assessment

AI-Assisted Research Techniques

1. Research prompts

2. Multi-source analysis
3. Information synthesis
4. Comparative analysis
5. Gap identification

Managing Research Projects

1. Research organization
2. Topic exploration
3. Evidence collection
4. Reference management
5. Knowledge consolidation

Research Validation

1. Detecting hallucinations
2. Cross-checking information
3. Source verification
4. Quality assurance processes

10. AI-Powered Reporting and Business Communication

Reporting Fundamentals

1. Report structures
2. Executive reporting
3. Operational reporting
4. Analytical reporting
5. Strategic reporting

AI-Assisted Report Development

1. Data summarization
2. Insight generation
3. Executive summaries
4. Findings presentation
5. Recommendations development

Business Communication Workflows

1. Stakeholder communication
2. Management reporting
3. Client communication
4. Internal communication
5. Knowledge sharing

Presentation Development

1. Presentation planning
2. Content generation
3. Storyboarding
4. Audience adaptation
5. Presentation refinement

11. Building Personal and Team Productivity Systems

Personal AI Productivity Frameworks

1. Daily work planning
2. Task prioritization
3. Knowledge management
4. Information organization
5. Decision support

Team Productivity Frameworks

1. Collaborative AI usage
2. Shared prompt libraries
3. Shared knowledge repositories
4. Team reporting workflows
5. Team communication workflows

AI Workflow Design

1. End-to-end productivity workflows

2. Repeatable business processes
3. Workflow standardization
4. Productivity measurement
5. Continuous improvement

Future Trends and Emerging Capabilities

1. AI agents
2. AI-assisted automation
3. Enterprise AI adoption trends
4. Evolving workplace roles
5. Future productivity opportunities

12. Practical Workplace Scenarios and Capstone Exercises

1. Research and Report Generation
2. Meeting Preparation and Follow-Up
3. Email and Communication Management
4. Document Creation and Transformation
5. Spreadsheet Analysis and Reporting
6. Project Knowledge Management
7. Departmental Productivity Use Cases
8. End-to-End AI Productivity Workflows

Disclaimer

This training outline is intended as a general framework for instructional planning and curriculum development. The actual course content, sequence, depth of coverage, demonstrations, hands-on exercises, and technologies presented may be modified, expanded, condensed, substituted, or otherwise

adjusted by the trainer based on participant profiles, organizational requirements, available course duration, technology changes, platform updates, and learning objectives. The trainer reserves the right to amend the course content and delivery approach at any time, with or without prior notice, in order to ensure relevance, effectiveness, and alignment with current industry practices.

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