

Work Smarter with AI in 2026

Practical Workplace Productivity

FA-0817 · 2 days

Agentic & Generative AI · AI for Leaders & Business · Automation, RPA & Power Platform

Create, analyse and automate with ChatGPT, Claude, Gemini and Manus through connected workplace tasks, with source checks and human review.

Introduction

An overflowing email thread, a spreadsheet that needs sorting, a report waiting to be written, and a customer meeting approaching: these are familiar starting points for working with AI. The interesting part is learning how to turn the material already at hand into something useful, while keeping control of the facts, the message and the final result.

This practical two-day course brings together ChatGPT, Claude, Gemini and Manus around familiar workplace tasks. After a brief introduction to how AI works and how to use it responsibly, participants work with prompts, research, documents, spreadsheets and visual content. They explore selected features across the four platforms, then bring the work together through plugins, connected apps and reusable instructions. Interactive artifacts, visual creation and task automation add a creative dimension, while sales and operations activities keep the course grounded in everyday work.

Live demonstrations, guided creation, short challenges and group review keep the course practical. Participants build on a small set of connected tasks, compare approaches and refine what they create. Checking sources, protecting information and recognising when AI has misunderstood the task form part of the work throughout.

Hands-on work uses a small set of connected tasks; selected platform features are demonstrated or compared. Access varies by subscription, rollout, region and organisational permissions, and paid access alone does not guarantee every feature. Claude Docs, Slides and Design include beta capabilities. Use approved, non-confidential training material and review outputs before sharing or acting on them.

Learning outcomes

By the end of the course, participants should be able to:

- Explain in simple terms how generative AI works, its uses and its principal risks.

- Select suitable AI tools and features for a given task.
- Construct and refine prompts using context, reference material and clear output requirements.
- Research a topic, combine findings and verify supporting information.
- Draft and revise communications, documents, reports and presentations.
- Analyse spreadsheet data, create visual summaries and check calculations.
- Create visual content and interactive tools for workplace tasks.
- Apply connected AI workflows to sales, operations and implementation activities.
- Configure reusable instructions and scheduled tasks with appropriate permissions and human review.
- Apply data privacy, confidentiality and information-verification practices.

Prerequisites

- Working experience independently drafting emails, preparing documents and editing spreadsheets.
- A laptop with an up-to-date browser and applications for opening and editing documents, spreadsheets and presentations.
- Reliable internet access to the course's AI platforms and connected services.
- Active ChatGPT, Claude, Gemini and Manus accounts with the access and usage allowance needed for the selected research, creation and automation exercises; paid plans are required for some features. Confirm account eligibility and available features before the course.
- Approved training email and cloud-storage accounts, with permission to enable the required plugins and connectors.

Training outline

1. 1. Introduction to AI and Responsible Use

1. How AI learns patterns, uses context and generates responses
2. Everyday uses, capabilities and limitations
3. Hallucinations, bias and response variability
4. Data privacy, confidentiality, permissions and prompt injection
5. Information verification and human oversight

2. 2. Choosing Your Workplace AI Toolkit

1. ChatGPT, Claude, Gemini and Manus: selecting tools for the task
2. Conversations, creative workspaces and delegated tasks
3. Feature access, usage limits and credit management

3. 3. Prompting, Context and Projects

1. Tasks, audience, context, constraints and output formats
2. Reference files, screenshots and examples
3. Clarification, follow-up instructions and iterative refinement
4. Projects, persistent instructions and memory controls

4. 4. Research and Information Gathering

1. ChatGPT deep research, Claude Research and Gemini Deep Research
2. Manus Wide Research for suitable parallel research tasks and structured comparisons
3. Combining web findings, uploaded documents and connected information
4. Source quality, conflicting evidence and research summaries

5. 5. Writing, Communication and Document Creation

1. Emails, customer responses and audience-appropriate tone
2. Meeting summaries, action items and structured reports
3. ChatGPT file creation, Claude Docs and Slides (beta), Gemini Canvas and Manus presentations
4. Templates, targeted revisions, formatting and file exports

6. 6. Data Analysis and Summarisation

1. Spreadsheet uploads, data structure and cleaning
2. Natural-language analysis, comparisons and trend identification
3. Charts, tables and analytical summaries with ChatGPT, Claude, Gemini and Manus
4. Checking formulas, totals, assumptions and missing data

7. 7. Visual Content and Interactive Artifacts

1. Image generation and editing with ChatGPT and Gemini
2. Claude Artifacts, Claude Design (beta) and Gemini Canvas
3. Interactive dashboards, visual explanations and Manus design tools
4. Refinement, functional checks and sharing controls

8. 8. Plugins, Skills and Connected Workflows

1. Finding, enabling and using ChatGPT and Claude plugins

2. Gemini Connected Apps and Manus connectors
3. Reusable skills, Gemini Gems and custom ChatGPT plugins
4. Scheduled tasks, Gemini scheduled actions and Spark schedules, and Manus Automations
5. Trial runs, permissions and reviewing results

9. 9. AI for Sales Tasks

1. Account research and customer meeting preparation
2. Outreach, proposals and follow-up communication
3. Objection handling and sales conversation rehearsal

10. 10. AI for Operations and Implementation Tasks

1. Standard operating procedures, checklists and handover documents
2. Implementation plans, dependencies and issue summaries
3. Task delegation with ChatGPT Work, Claude, Gemini Spark and Manus, subject to account and platform access
4. Browser-assisted tasks, progress updates and approval points

Disclaimer

This outline serves as a guide to the programme. The trainer reserves the right to amend the content, sequence and delivery approach without prior notice to accommodate participant needs, available time and changes in the tools used.