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Working Smarter with AI

Practical AI literacy, prompting and everyday professional workflows

FA-0712 · 1 day

AI for Leaders & Business · Agentic & Generative AI

Introduction

Develop practical AI literacy and use an approved assistant for everyday writing, summarising, research support and brainstorming. The workshop combines plain-language concepts with selected no-code exercises and a reusable workflow.

AI-generated work still requires professional judgement. Practise checking evidence, protecting confidential information and refining outputs; productivity or accuracy gains are evaluated rather than promised.

Learning outcomes

- Explain rule-based AI, machine learning, deep learning and LLMs in accessible terms.
- Describe why model outputs can vary and why fluent answers may be incorrect.
- Use clear task instructions, relevant context, examples and output constraints.
- Refine a draft, summary or idea-generation task using explicit evaluation criteria.
- Design a repeatable workflow with verification and appropriate human approval.
- Recognise the limits of agentic automation and responsible information sharing.

Prerequisites

- Basic comfort with digital tools (documents, spreadsheets, email, or chat applications)
- No prior technical or programming knowledge required
- Curiosity and willingness to experiment with AI interactions

Access to an approved assistant or supplied demonstration environment; exercises use sample or permitted non-confidential material.

Training outline

1. Module 1 — What AI is and how it works

- AI versus conventional automation: rules, learned patterns and examples from everyday software.
- Machine learning, layered neural networks and language models; token-based generation, context windows and training data at an introductory level.
- Distinguish task capability from human understanding; not all AI is a language-prediction system.
- Explain output variability, missing context, bias and fabricated answers without implying that clear input guarantees reliability.

2. Module 2 — Everyday applications and task selection

- Drafting and refining written content
- Summarizing lengthy reports or meeting notes
- Research and information gathering
- Brainstorming and idea generation
- Communication clarity and tone adjustment
- Light data analysis and reporting

Assess sample workflow opportunities and decide where evidence, numerical checks or specialist judgement are essential. Productivity examples are illustrative, not promised results.

3. Module 3 — Prompting and guided practice

- State the task, audience, background and required format; compare instructions, examples and constraints.
- Refine the request iteratively using feedback and concrete acceptance criteria.
- Ask for concise explanations or source-supported conclusions where helpful; do not require hidden chain-of-thought or assume step-by-step prompts improve every model.
- Practise selected tasks: a concise summary, a clearer rewrite, a draft from notes and a small brainstorming exercise.
- Check omissions, unsupported claims, tone and citation validity before retaining the result.
- Save a reusable prompt template together with its required inputs and verification steps.

4. Module 4 — Workflows, light agents and useful habits

- Combine AI drafting or idea generation with human revision and structured synthesis.
- Turn sample meeting notes into draft follow-ups, or analytical findings into clear communication; sending or acting requires appropriate permission.
- Agents can plan and invoke tools across steps; a draft/review loop is not necessarily an autonomous agent.
- Evaluate bounded agent demonstrations with permissions, approval points, logs and stop conditions.
- Create a small personal toolkit for planning, check-ins or reflection, and share approved templates with colleagues.

5. Module 5 — Responsible use and a next experiment

- Recognizing limitations: hallucinations, bias, context gaps
- Data responsibility: what not to share with AI systems
- Verifying factual accuracy
- Maintaining confidentiality and professional standards
- Ethical use: transparency, citation, and fairness

Apply organisational rules to data access and disclosure; check current tool settings rather than assuming every account has the same protections.

Select one repeatable task, define quality and effort measures, and retain human accountability for its outputs.

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