AI IN THE WORKPLACE
Table Of Contents

By

Arnold and Jenny Muscat

COLLEGE AFRICA GROUP (PTY) LTD

www.collegeafricagroup.com, sales@collegeafricagroup.com

Direct 083 778 4903

By Arnold and Jenny Muscat

Arnold Muscat
Cell 083 778 4903

Contact details
www.collegeafricagroup.com
sales@collegeafricagroup.com

PRELUDE

This manual is one in a series prepared for College Africa Group (Pty) Ltd by **YEBOIT (Pty) Ltd**, for the use of delegates in corporate classes. It is intended that this material will be used to assist the delegate in the learning process.

© COPYRIGHT 2010 YEBOIT (Pty) Ltd.

www.collegeafricagroup.com

AI IN THE WORKPLACE (CAG)
Executive Summary

Programme Positioning
This corporate programme enables the practical, responsible use of AI in the workplace, using ChatGPT (paid versions) as the reference tool due to its widespread corporate adoption and stronger governance controls.

The programme is not a "tool demonstration". It is a **governance-led capability programme** that teaches employees and managers how to direct AI safely and remain accountable for all outputs.

Core principle throughout:
AI produces language, not truth.

Why This Programme Exists
Generative AI can significantly improve productivity in communication, documentation, administration, and basic analysis support. The risk is that fluent, professional-sounding AI output creates false confidence, leading to incorrect decisions, HR disputes, financial errors, reputational damage, and POPIA exposure.
This programme addresses the central corporate risk:
AI does not understand objectives, organisational context, legality, or consequences.
Responsibility cannot be delegated to AI. It must be **directed, constrained, and verified by humans**.

Non-Negotiable Governance Statement
Human responsibility is not delegable.
Using AI in the workplace is not delegation. It is direction.
AI does not:
- Understand goals, organisational context, or risk
- Validate facts, compliance, or correctness
- Apply HR, legal, or financial judgement
- Accept responsibility for outcomes

Humans must always:
- Define the objective
- Set constraints and boundaries
- Provide clear instructions
- Verify outputs
- Decide what is accepted or rejected
- Own the outcome

Who This Is For

- Executives and managers responsible for operational risk and governance
- HR, finance, admin, operations, and professional teams using AI for everyday work
- Compliance-aware organisations requiring POPIA-aligned behaviour and controls

What Learners Will Be Able to Do (Outcomes)

By the end of the programme, participants will be able to:
- Explain what generative AI is (and is not) in a workplace context
- Apply POPIA-aware data rules and data classification when using AI
- Use ChatGPT to improve writing and productivity without delegating judgement
- Produce clearer meeting outputs (agendas, minutes, actions) with human verification
- Draft reports, policies, and SOPs with mandatory human review and approval workflows
- Use AI to support Excel understanding while validating logic and outcomes themselves
- Recognise hallucinations, bias, and "confidently wrong" AI outputs
- Implement role-based guidelines and management oversight for responsible AI use

Programme Structure (Modules 1–8)

Module 1: What AI Really Is in the Workplace

Establishes realistic understanding and accountability. Explains why fluency does not equal correctness and introduces the core principle.

Module 2: Data, POPIA, and Safe Use of ChatGPT

Plain-language, POPIA-aligned rules covering data categories and what may and may not be shared. Reinforces that compliance depends on behaviour and governance, not the tool.

Module 3: Using ChatGPT for Workplace Communication

Professional emails and internal messaging. AI supports wording and structure; humans retain intent, meaning, and final approval.

Module 4: ChatGPT for Meetings, Notes, and Administration

Agendas, summaries, action lists, and follow-up messaging. Highlights misinterpretation risk and the need for human validation of commitments and accountability.

Module 5: ChatGPT for Documents, Reports, and Policies

Drafting and structuring formal documents with strict human review, approval authority, and version control. Addresses the authority risk of polished AI text.

Module 6: ChatGPT for Excel and Data Support

AI may explain formulas and suggest approaches but cannot validate correctness. Reinforces core Excel skills and mandatory testing.
Addendum — Human Direction and Ownership in Excel and Data Work.

Module 7: AI Errors, Hallucinations, and Bias

Explains predictable failure modes and verification habits. Explicitly addresses myths that newer tools or features remove risk.

Module 8: Responsible AI Use and Workplace Guidelines

Capstone governance module covering role-based boundaries, management oversight, enforceable rules, and practical implementation.

Appendix
Appendix — Workplace AI Responsibility Checklist (Email
sales@collegeafricagroup.com **for a copy)**

Risk Management (Executive Focus)

Key risks addressed:
- Hallucinations (plausible but false content)
- Bias and unbalanced outputs
- Confidentiality and POPIA exposure through careless prompting
- Over-reliance on AI for judgement-based work (HR, legal, finance decisions)
- Reputational damage from unverified AI outputs

Key controls reinforced:
- Data classification rules and the "email test"
- Human review and approval checkpoints
- Role-based usage boundaries
- Management accountability for final outputs
- Verification habits (cross-checking facts, validating assumptions, testing data)

Delivery Options
- 1-day in-person or virtual corporate programme
- Departmental rollouts (HR, finance, admin, operations)
- Management briefing plus team training (recommended)
- Optional internal policy support and quick-reference guides

---

Executive Takeaway
This programme enables productivity gains while protecting the organisation through governance, verification discipline, and clear accountability. It trains teams to use AI as a directed assistant, not as an authority.

AI produces language, not truth.
Responsibility always remains human.

ARNOLD MUSCAT

Obtained a Bachelor of Commerce degree majoring in Business Management and Economics (UNISA). He also obtained a First Class pass with Institute of Marketing Management (IMM). He has worked in the financial, sales, marketing, manufacturing, production and retail industries attaining positions of General Manager, Finance Director and Managing Director. Arnold began using spreadsheets in the 1980's when Microsoft Office was being introduced into the workplace and has been a continuous and progressive user of MS office and related programs for the past 20 years. He has been involved with training since 2003 and is the Managing Director and co-owner of College Africa Group, a national training company in Southern Africa.

You can learn more about Arnold at www.arnoldmuscat.co.za and Facebook and LinkedIn.

JENNY MUSCAT

Obtained a Bachelor of Commerce degree majoring in Business Management and Industrial Psychology. She also obtained a Diploma in Public Relations and in Real Estate. She has worked in banking and foreign exchange, marketing, public relations, logistics planning, project management, operations in the transport industry and real estate attaining positions of General Manager and Director. Jenny has been involved with project management for more than 30 years which included Rugby World Cup 1995 and World Cup Soccer 2010 held in South Africa. She joined the training industry in 2008 and is currently a Director and co-owner of College Africa Group, a national training company in Southern Africa.

You can learn more about Jenny at www.jennymuscat.co.za

COLLEGE AFRICA GROUP