



AI Productivity Workshop

ChatGPT for Business

Two-Day Practical Workplace Workshop

Course Overview

Artificial Intelligence is transforming the modern workplace. This practical two-day workshop equips delegates with the knowledge and skills to use ChatGPT and other AI tools safely, responsibly and productively within the workplace.

The programme combines AI fundamentals, effective prompt writing, practical workplace applications, Microsoft Office productivity, business problem solving, responsible AI use and hands-on exercises.

Throughout the workshop, delegates work through realistic business scenarios and practical examples that can be immediately applied in their own working environment.

Learning Objectives

By the end of this workshop delegates will be able to:

- Understand the current AI landscape and major business AI platforms.
- Select the most appropriate AI tool for different workplace tasks.
- Write effective prompts that produce high-quality business outputs.
- Improve communication, reporting and administrative productivity.
- Apply ChatGPT across common Microsoft Office applications.
- Analyse and interpret business information more efficiently.
- Understand AI limitations, governance, POPIA and business risks.
- Use AI responsibly while protecting confidential company information.
- Apply AI immediately within their own workplace.



Who Should Attend?

This workshop is designed for beginners and business professionals who have started experimenting with AI but want to use it more effectively, safely and confidently in the workplace. No technical or programming experience is required.

The programme is suitable for professionals across all industries, including:

- Executive Assistants & Personal Assistants
- Office Managers
- HR Professionals
- Finance & Accounting Professionals
- Engineers
- Project Managers
- Operations Managers
- Sales & Marketing Professionals
- Business Analysts
- Administrators
- Team Leaders & Supervisors
- Executives & Senior Managers
- Business Owners
- Consultants
- Customer Service Professionals
- Anyone looking to improve workplace productivity using AI

This workshop focuses on practical business application rather than technical AI development or programming.

Table of Contents

1. Artificial Intelligence in the Workplace

- Understanding AI in a business environment
 - Current AI landscape
 - Business opportunities
 - AI myths
 - AI assists — humans remain responsible
 - AI produces language, not truth
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2. Understanding Today's AI Platforms

- ChatGPT
 - Microsoft Copilot
 - Google Gemini
 - Claude
 - Perplexity
 - Choosing the right AI tool
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3. Writing Effective ChatGPT Prompts

- The **College Africa Group RTCO™ Prompt Framework**
 - **R – Role**
 - **T – Task**
 - **C – Context**
 - **O – Output**
 - Structured prompting
 - Controlling tone, structure and length
 - Rewrite, summarise and improve techniques
 - Step-by-step prompting
 - Weak vs strong prompts
 - Iterative prompting
 - Refining outputs
 - Creating reusable prompt templates
 - Building your prompt library
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4. ChatGPT for Outlook & Business Communication

- Professional emails
 - Business correspondence
 - Reports
 - Business summaries
 - Meeting agendas
 - Meeting minutes
 - Proofreading
 - Tone improvement
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5. ChatGPT for Microsoft Word

- Policies and procedures
 - HR documentation
 - Training manuals
 - Standard operating procedures
 - Business proposals
 - Contracts and document review
 - Administrative documentation
 - Document formatting and improvement
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6. ChatGPT for Microsoft Excel & Data Analysis

- Formula assistance
 - Formula explanations
 - Tables
 - Charts
 - Trend analysis
 - Business insights
 - Data interpretation
 - Working with PDFs
 - Extracting key information
 - Validating AI outputs using Excel
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7. ChatGPT for Microsoft PowerPoint & Content Creation

- Presentation creation
 - Speaker notes
 - Presentation design
 - Canva
 - Image generation
 - Marketing material
 - Social media content
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8. Responsible AI, Risks & Governance

- AI limitations
 - Hallucinations
 - Misinterpretation of outputs
 - Bias
 - Human validation
 - Human accountability
 - POPIA
 - Data privacy
 - Confidential business information
 - Client information
 - Personal information
 - Risks of using public AI platforms
 - Copyright
 - Responsible AI use
 - AI governance
 - Safe AI practices
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9. ChatGPT for Business Problem Solving & Workplace Productivity

- Identifying repetitive and time-consuming tasks
 - Finding workflow bottlenecks and productivity choke points
 - Improving business processes using AI
 - Saving time through automation and smarter workflows
 - Research and information gathering
 - Brainstorming and idea generation
 - Decision support
 - Planning and prioritisation
 - Creating checklists and standard operating procedures
 - Identifying AI opportunities within your role
 - Measuring productivity improvements and time savings
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10. Practical Demonstrations, Guided Exercises & Questions

- Workplace scenarios
 - Communication examples
 - Microsoft Word examples
 - Excel examples
 - PowerPoint examples
 - Guided practical exercises
 - Individual activities
 - Group discussion
 - Questions and answers
 - Best practices
 - Immediate workplace implementation
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Further Learning & Professional Services

Following this workshop, delegates and organisations may wish to further develop their AI capabilities through additional specialised training programmes and consulting services offered by College Africa Group.

Further AI Training

- Microsoft 365 Copilot for Business
- AI and Data Analytics using Excel, Copilot & ChatGPT
- Microsoft Copilot Studio & AI Agents (Advanced)

AI Consulting & Advisory Services

For organisations seeking to move beyond training and implement AI strategically, College Africa Group also offers:

- AI Workflow Discovery & Opportunity Assessments
- AI Productivity Reviews
- AI Consulting & AI Adoption Roadmaps
- Department-Specific AI Workshops
- AI Governance & Responsible AI Guidance
- AI Implementation Planning
- Microsoft 365 Copilot Adoption & Best Practice Workshops

Better Processes. Stronger Skills. Smarter AI.

Helping organisations transform productivity through practical AI training, Microsoft Office, ChatGPT and business process improvement.

Thank you for your interest in College Africa Group. Since 2003 we have helped organisations improve workplace productivity through practical, hands-on business training. We look forward to assisting your organisation to safely and effectively adopt AI in the workplace.

Kind regards,

Arnold Muscat

Director

What our clients say about us

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