

AI in the Workplace

Two-Day Practical Corporate Workshop - Abridged Course Outline

Delivery: Onsite or Virtual | **Duration:** 2 Days | **Typical Times:** 09:00-15:30

PROGRAMME OVERVIEW

This practical two-day workshop helps employees use AI productively, responsibly and with clear business purpose. The programme focuses on solving real workplace problems rather than teaching disconnected AI features.

Business Problem -> Process -> Desired Outcome -> Appropriate Tool -> Context -> Human Verification -> Business Value

WHAT PARTICIPANTS WILL LEARN

- Apply the CAG AI Decision Framework to workplace tasks and processes.
- Use AI more effectively for communication, documents, research, meetings and business data.
- Provide better context and instructions, while recognising hallucinations and verification requirements.
- Understand confidentiality, responsible AI use and human accountability.
- Use AI with Excel, Microsoft 365 and selected business workflows.
- Identify repetitive tasks, inefficient processes and opportunities for workflow improvement.
- Consider AI productivity, ROI and measurable business value.

CAG AI DECISION FRAMEWORK

Step	Key Question
Problem	What business problem am I trying to solve?
Information	What information can I safely use?
Outcome	What result am I trying to create?
Tool	Which AI, software or approach is appropriate?
Context	What information and instructions does it need?
Verify	How will I check the result?
Value	Did it save time, improve quality, reduce cost or reduce risk?

THE FOUR LEVELS OF AI USE

Level 1 - AI Assistant: emails, summaries, documents, agendas and everyday productivity.

Level 2 - AI Analyst: Excel, reports, business data, trends, comparisons and anomalies.

Level 3 - AI Researcher: market, competitor, industry, policy and executive research.

Level 4 - AI Workflow Partner: reporting, HR workflows, meetings and multi-step organisational processes.

DAY 1 - AI FOUNDATIONS & PERSONAL PRODUCTIVITY

Session 1 - Think Before You AI

- Concise introduction to generative AI, its strengths and limitations.
- ChatGPT, Microsoft Copilot, Claude, Gemini and relevant workplace AI tools.
- Free versus paid/business AI environments, privacy and governance.
- Four Levels of AI Use and CAG AI Decision Framework.
- AI Risk Challenge and identification of three repetitive tasks plus one multi-step process.

Session 2 - Thinking Like an AI Professional

- Prompt Failure Lab: vague prompt -> contextual prompt -> structured prompt.
- Role, task, context, source, output, constraints and verification.
- Hallucinations, assumptions and source checking.
- CAG Human Check: what could be wrong, what requires verification and who remains accountable.

Session 3 - AI Doing Real Work: Documents, Emails & Research

- Draft, improve and summarise emails and communications.
- Summarise, compare and extract information from Word and PDF documents.
- Create executive summaries and structured business outputs.
- Research business questions, markets, competitors and policies with source validation.
- Use real participant examples where appropriate.

Session 4 - Meetings, Transcripts & Communication

- Meeting -> transcript -> summary -> decisions -> actions -> responsibilities -> follow-up -> next agenda.
- Use Teams transcripts and AI summaries to convert lengthy discussions into usable business information.
- Practical clinic, participant questions and Day 1 recap.

Day 1 Outcome

I can use AI better in my job.

DAY 2 - DATA, WORKFLOWS & BUSINESS VALUE

Progression: Analyse -> Integrate -> Improve the Process -> Measure

Session 5 - AI Analyst: Excel, Data & Business Reporting

- Understand and analyse real or anonymised business spreadsheets.
- Ask questions in natural language, explain formulas, compare results and identify trends or anomalies.
- Create charts, management commentary and executive summaries.
- Verify calculations, dates, missing values, outliers and AI conclusions.

Session 6 - AI Across Microsoft 365 & Business Work

- Practical workflows across Outlook, Word, Excel, PowerPoint and Teams.
- Use Microsoft Copilot in context rather than as a standalone product lesson.
- Compare selected ChatGPT and Copilot approaches to the same business task.
- Choose the tool according to the business requirement and information environment.

Session 7 - From Individual Tasks to Business Processes

- Introduce: Do not automate a broken process.
- Apply: Fix -> Standardise -> AI Assist -> Automate -> Measure.
- Identify duplication, unnecessary steps, standardisation opportunities, AI opportunities, automation opportunities and human judgement.

Session 8 - AI Workflow Discovery

- Apply the CAG workflow method to a real workplace process.
- Current Process -> Problem -> Desired Outcome -> Waste/Duplication -> Simplify -> Standardise -> AI Opportunity -> Automation Opportunity -> Human Controls -> Measure.
- Identify triggers, people, systems, data, delays, bottlenecks, approvals, errors and future-state opportunities.

Session 9 - Business Value, ROI & Prioritisation

- Measure time, frequency, cost, rework, errors, quality, risk and adoption.
- Estimate potential capacity released without treating theoretical time savings as automatic financial savings.
- Prioritise opportunities using Business Value, Ease of Implementation and Risk.

Session 10 - Practical Clinic, Action Plan & Q&A

- Immediate task, repetitive process, workflow opportunity, risk/control and measurement.
- Determine whether the next step is internal action, further training or AI Workflow Discovery.

Day 2 Outcome

I can identify where AI could improve how our business actually works.

TRAINING VS CONSULTING

The workshop includes a high-level AI Workflow Discovery exercise. Where a requirement moves into detailed process mapping, stakeholder interviews, systems assessment, risk assessment, solution design, integration, implementation or change management, this becomes a separate CAG AI Workflow Discovery consulting engagement.

PARTICIPANT TAKEAWAYS

- A completed CAG AI Decision Framework example.
- Three identified repetitive tasks and one multi-step process.
- At least one improved workplace prompt and a Human Check verification approach.
- A high-level Workflow Discovery exercise.
- A Personal AI Action Plan and a method for considering business value.

VIEW THE FULL PROGRAMME

For the complete programme curriculum, detailed session content, practical exercises and additional information, view the full AI in the Workplace programme on the College Africa Group website.

[Practical AI Training in the Workplace – Two-Day Corporate Workshop](#)

[What our clients say about us](#)

Regards

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