



AI for HR Training South Africa

Practical HR application using ChatGPT or Microsoft Copilot

AI assists. HR verifies. People remain responsible.

A practical, instructor-led programme for HR, People, Talent and Learning teams that want to use artificial intelligence for genuine workplace activities rather than generic AI demonstrations.

Course Overview

AI for HR Training South Africa focuses on the work HR professionals perform every day: recruitment, HR documents, employee communication, performance information, workforce data, reporting and management insight.

Delegates learn how ChatGPT or Microsoft Copilot can reduce repetitive information work, improve analysis and support clearer communication while maintaining human judgement, confidentiality and appropriate verification.

Choose Your Platform

The programme can be delivered using either ChatGPT or Microsoft Copilot. The HR problems and learning outcomes remain similar; the exercises and workflow are adapted to the organisation's AI platform.

Practical HR Workflow

HR Problem → Source Information → AI Assistance → Required Output → Human Verification → HR Action

Course Objectives

- Identify HR activities where AI can genuinely save time.
- Use ChatGPT or Microsoft Copilot more effectively for HR work.
- Work with HR documents and information using AI.
- Improve recruitment and employee communication activities.
- Use AI with Excel and workforce data for analysis and reporting.
- Recognise inaccurate, incomplete or inappropriate AI outputs.
- Apply confidentiality, POPIA awareness and human oversight.



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Course Content – Recruitment, Documents and Communication

Module 1 — Recruitment and Talent Acquisition

How can HR teams reduce repetitive recruitment work without handing recruitment decisions to AI?

- Draft and improve job descriptions and recruitment adverts.
- Turn job requirements into structured interview questions.
- Prepare interview guides and evaluation criteria.
- Draft candidate communication and recruitment correspondence.
- Summarise and organise recruitment information for human review.
- Identify missing or inconsistent information in recruitment documents.
- Understand the risks of bias, missing context and automated conclusions.

Module 2 — HR Documents, Policies and Procedures

AI can help HR teams understand, compare, summarise and improve information that already exists.

- Summarise lengthy HR documents.
- Compare two versions of a policy or procedure.
- Identify changes, obligations, dates and actions.
- Turn approved policy information into employee FAQs.
- Draft first versions of procedures and HR communication.
- Identify unclear, inconsistent or missing information.
- Verify AI output against the original source document.

Module 3 — Employee Communication and Repetitive HR Queries

- Draft clear employee responses from approved HR information.
- Create FAQs from existing policies and procedures.
- Rewrite complex HR language in plain language.
- Prepare onboarding communication and manager guides.
- Draft internal HR announcements and updates.
- Maintain accuracy and consistency across recurring communication.



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Course Content – Performance, People Analytics and Excel

Module 4 — Performance Management and Employee Relations

- Structure performance review notes.
- Summarise documented performance information.
- Prepare questions for performance discussions.
- Turn rough notes into clearer professional communication.
- Prepare discussion points for difficult conversations.
- Create coaching and follow-up structures.
- Separate AI-assisted preparation from human employment decisions.

Module 5 — HR and People Analytics

Can ChatGPT or Microsoft Copilot help HR understand workforce data? The programme introduces practical ways of using AI with workforce information to investigate HR questions.

- Headcount and workforce movement.
- Employee turnover and absence patterns.
- Training and skills information.
- Recruitment information and departmental comparisons.
- Identify unusual patterns or exceptions.
- Turn workforce information into useful management questions.

Module 6 — Using Excel and AI for HR Analysis

- Clean and structure HR data.
- Identify missing or inconsistent information.
- Explore workforce trends and exceptions.
- Create useful summaries from HR datasets.
- Use formulas and underlying data to verify AI-generated findings.
- Prepare HR data for management reporting.

AI can help investigate the data. The underlying data and calculations remain the evidence.



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Course Content – Reporting, Research and Responsible AI

Module 7 — HR Reporting and Management Insight

- Summarise HR results and significant changes.
- Identify exceptions requiring management attention.
- Develop better questions from workforce information.
- Draft management commentary and executive summaries.
- Prepare presentation content from HR analysis.
- Identify possible management actions for further consideration.

AI can draft the commentary. HR must determine whether the commentary is supported by the underlying information.

Module 8 — Research, Learning and HR Knowledge Work

- Develop better research questions.
- Summarise information for further investigation.
- Compare different viewpoints or approaches.
- Prepare briefing notes and learning material.
- Create first-draft training resources.
- Identify claims that require verification against reliable sources.

POPIA, Confidentiality and Responsible AI in HR

- Consider what information is appropriate to use with AI.
- Recognise when employee information should be anonymised.
- Understand the need to follow approved organisational AI policies.
- Recognise bias and missing context in AI-generated output.
- Check important information against the original source.
- Know when AI should not be used for an HR activity.
- Maintain human accountability for final HR decisions.

AI proposes. People verify. Humans remain accountable.



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Audience, Outcomes and Delivery

Who Should Attend?

- HR Managers and HR Business Partners.
- HR Officers and Administrators.
- People and Culture teams.
- Talent Acquisition and Recruitment teams.
- Learning and Development professionals.
- Employee Relations and Industrial Relations teams.
- Payroll and Benefits employees.
- People Analytics teams.
- HR leaders responsible for AI adoption.

Prerequisites

No programming or data science skills are required. Delegates should be comfortable using normal workplace applications and have access to the AI platform used during training. Familiarity with normal Excel data and basic formulas is useful where HR data analysis is included.

Learning Outcomes

- Apply AI to genuine HR activities rather than generic examples.
- Reduce repetitive document and communication work.
- Use AI to support workforce analysis and management reporting.
- Ask better questions of HR information and data.
- Verify AI-generated results before workplace use.
- Use AI with appropriate confidentiality and professional judgement.

Delivery

- Instructor-led corporate training.
- Onsite at the client's premises or live virtual delivery.
- ChatGPT or Microsoft Copilot version available.
- Practical HR exercises and workplace examples.
- Organisation-specific workflow work can be scoped separately.



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Programme Positioning and Next Steps

AI for HR vs General AI Training

General AI training provides important foundations such as prompting, verification and responsible use. AI for HR Training South Africa applies those skills specifically to recruitment, HR documents, employee communication, workforce information, reporting and other HR responsibilities.

From Training to Workflow Improvement

Once employees understand how to use AI, the next opportunity is to examine real HR workflows. Repetitive document comparison, recurring employee queries, reporting, spreadsheet consolidation and information transfer may reveal opportunities for practical improvement.

College Africa Group's AI Workflow Discovery approach can be used separately to identify where AI, Excel, Microsoft 365 or improved processes may reduce repetitive work.

Related College Africa Group Programmes

- AI Training by Business Function and Role.
- AI in the Workplace Training.
- ChatGPT for Business.
- Microsoft Copilot Training South Africa.
- AI and Data Analytics.
- AI Workflow Discovery and AI Consulting.

College Africa Group

College Africa Group has provided workplace training since 2003. Our approach combines practical technology skills with the processes, information and decisions employees deal with in everyday work.

For HR teams, this means moving beyond generic AI demonstrations and focusing on where ChatGPT or Microsoft Copilot can genuinely support HR productivity, analysis and communication.

Better Processes. Stronger Skills. Smarter AI.

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