



COLLEGE AFRICA GROUP (PTY) LTD

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BEE Level 2 Company

ChatGPT for Business – Practical Workplace Application

Course Overview

ChatGPT for Business is a structured, hands-on programme designed to help professionals use ChatGPT effectively in everyday workplace tasks.

The course focuses on prompt discipline, output quality, and practical Microsoft 365 workplace application.

This is a standardised programme using structured, **generic cross-industry business examples**. It is not industry-specific and does not include review of client documents or internal workflows.

Application to organisation-specific processes is available separately as a dedicated implementation workshop.

Governance, policy, and POPIA compliance are addressed in the **AI in the Workplace** programme.

Course Objectives

By the end of the session, delegates will be able to:

- Understand what ChatGPT can and cannot do in a business environment
- Write structured, high-quality prompts
- Improve and refine AI-generated output
- Apply ChatGPT to common Microsoft 365 workplace tasks
- Develop responsible daily usage habits

Course Structure & Content

1. ChatGPT in a Business Context

- Practical explanation of how ChatGPT works
- Strengths and limitations
- AI produces language — not truth
- Human accountability and validation

2. Prompting Foundations

- Role, task, context, and output format
- Controlling tone, structure, and length
- Writing precise instructions
- Weak vs strong prompt comparisons

3. Practical Prompt Frameworks

- “Act as...” structured prompts
- Rewrite, summarise, and improve techniques
- Step-by-step and structured outputs
- Creating reusable prompt templates
- Building a personal prompt library

4. Core Business Applications (Generic Cross-Industry Examples)

Microsoft 365 Communication & Document Workflows

- Drafting and improving professional emails (Outlook)
- Structuring reports and executive summaries (Word)
- Creating meeting agendas and minutes
- HR and training documentation
- Management instructions and task planning
- Administrative workflow support

5. ChatGPT Supporting Excel Workflows

- Explaining formulas and business logic
- Translating business rules into formulas
- Troubleshooting formula errors
- Structuring calculation logic

6. Improving Output Quality

- Iterative prompting
- Refinement techniques
- Effective follow-up instructions
- Enhancing clarity and precision

7. Common Business Mistakes

- Over-trusting AI output
- Vague instructions
- Skipping validation
- Lack of structure in requests

Duration

One Full Day (±6–7 hours excluding breaks)

Delivery Format

- In-person or live virtual classroom
- Hands-on and exercise-driven
- Structured, generic cross-industry business examples throughout

Contact

Arnold Muscat

Direct 083 778 4903

Email: sales@collegeafricagroup.com

www.collegeafricagroup.com

