



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

AI in the Workplace — ChatGPT & Microsoft Copilot

Your organisation has both ChatGPT and Copilot. Which one should staff use, and for what?

Four-hour practical session

Duration: Four hours | **Tools:** ChatGPT and Microsoft Copilot

The business problem

Where both tools are available, staff often use whichever opens first, without knowing where each fits, how to prompt properly or how to check the result.

The organisation gets inconsistent output and unmanaged risk instead of productivity.

You need this course if...

- Staff have access to both ChatGPT and Microsoft Copilot
- Nobody is sure when to use which tool
- Prompting is trial and error
- AI summaries of data are accepted without checking

How this course solves it

A practical introduction to ChatGPT and Microsoft Copilot focusing on real business use, structured application and responsible AI use.

Because of the time available, one guided example per section per tool is demonstrated, with further depth in follow-up sessions.

Who should attend?

- Employees with access to ChatGPT and/or Microsoft Copilot
- Teams starting to use AI for communication, documents and data

Course content

1. AI in the Workplace — Foundation & Tool Overview

- AI in a business environment
- ChatGPT vs Microsoft Copilot: where each fits
- AI assists; humans remain responsible
- AI produces language, not truth.

2. Communication & Document Workflows

- Drafting and refining professional emails
- Rewriting tone and improving clarity
- Summarising email threads and documents

- Creating structured business content

3. Data Interpretation & Basic Analysis

- Using AI to summarise and interpret data
- Identifying trends and key insights
- Generating simple reports and summaries
- Validating outputs using core Excel skills

4. Practical Application (Guided Demonstrations)

- Structured prompting: clear instruction, context, output format
- "Show and apply" examples across communication, documents and data

5. Limitations, Risks & Governance

- Common AI errors and hallucinations
- Misinterpretation of outputs
- Data privacy and POPIA considerations
- Human verification and accountability

6. Key Takeaways & Workplace Implementation

- When to use ChatGPT vs Copilot
- Practical guidelines for safe AI use
- Immediate workplace applications
- Recommendations for further training

After the course

Delegates will be able to:

- Choose between ChatGPT and Copilot for common tasks
- Use a structured prompt: instruction, context, output format
- Draft, refine and summarise business communication
- Check AI data summaries against Excel
- Apply basic POPIA and verification habits

Training format

Duration: Four hours

Approach: Guided demonstrations: one example per section per tool

Related courses

ChatGPT for Business

One-day hands-on programme using the CAG Source-to-Output Method. [View course](#)

Microsoft 365 Copilot Training

Practical, responsible use of Copilot across Microsoft 365. [View course](#)

AI in the Workplace

Governance-led, practical AI use across ChatGPT, Microsoft Copilot and Claude. [View course](#)

Next step

To book this course for your team, or to discuss a version tailored to your organisation, contact Arnold Muscat on 083 778 4903 or sales@collegeafricagroup.com.

Regards

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