



# COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

## AI in the Workplace — One-Day Corporate Programme

**Your staff are already using AI. Is anyone checking what it produces?**

*Using ChatGPT, Microsoft Copilot and Claude responsibly and productively*

**Duration:** One day | **Delivery:** In-person or virtual | **Tools:** ChatGPT, Microsoft Copilot, Claude

### The business problem

Generative AI can save real time in communication, documentation, administration and basic analysis. The risk is that fluent, professional-sounding output creates false confidence.

That leads to incorrect decisions, HR disputes, financial errors, reputational damage and POPIA exposure. AI does not understand objectives, context, legality or consequences, so responsibility cannot be delegated to it.

### You need this course if...

- Employees use AI tools with no shared rules on what may be shared
- Polished AI drafts are going out without proper human review
- You need POPIA-aware AI behaviour, not just a policy document
- Managers are unsure how to oversee AI use in their teams
- You want productivity gains without losing control of quality

### How this course solves it

This is not a tool demonstration. It is a governance-led capability programme that teaches employees and managers to direct AI safely and remain accountable for every output. The principles apply across ChatGPT, Microsoft Copilot and Claude.

**Core principle throughout:** AI produces language, not truth. Using AI at work is not delegation. It is direction.

Humans must always define the objective, set boundaries, give clear instructions, verify outputs, decide what is accepted and own the outcome.

### Who should attend?

- Executives and managers responsible for operational risk and governance
- HR, finance, administration, operations and professional teams using AI for everyday work
- Compliance-aware organisations requiring POPIA-aligned behaviour and controls

## Course content

### Module 1: What AI Really Is in the Workplace

Establishes realistic understanding and accountability. Explains why fluency does not equal correctness.

### Module 2: Data, POPIA and Safe Use of AI Tools

Plain-language, POPIA-aligned rules covering data categories and what may and may not be shared. Compliance depends on behaviour and governance, not the tool.

### Module 3: AI Tools for Workplace Communication

Professional emails and internal messaging. AI supports wording and structure; humans retain intent, meaning and final approval.

### Module 4: AI Tools for Meetings, Notes and Administration

Agendas, summaries, action lists and follow-up messages, with human validation of commitments and accountability.

### Module 5: AI Tools for Documents, Reports and Policies

Drafting and structuring formal documents with strict human review, approval authority and version control. Addresses the authority risk of polished AI text.

### Module 6: AI Tools for Excel and Data Support

AI may explain formulas and suggest approaches but cannot validate correctness. Reinforces core Excel skills and mandatory testing, with an addendum on human direction and ownership in Excel and data work.

### Module 7: AI Errors, Hallucinations and Bias

Predictable failure modes and verification habits, including the myth that newer tools or features remove risk.

### Module 8: Responsible AI Use and Workplace Guidelines

Capstone governance module: role-based boundaries, management oversight, enforceable rules and practical implementation.

## Risks addressed and controls reinforced

- **Risks:** hallucinations, bias, confidentiality and POPIA exposure through careless prompting, over-reliance on AI for HR, legal and finance judgement, and reputational damage from unverified output
- **Controls:** data classification and the "email test", human review and approval checkpoints, role-based boundaries, management accountability and verification habits

## Included resource

Workplace AI Responsibility Checklist (email [sales@collegeafricagroup.com](mailto:sales@collegeafricagroup.com) for a copy).

## After the course

Delegates will be able to:

- Explain what generative AI is (and is not) in a workplace context
- Apply POPIA-aware data rules and data classification when using AI
- Use AI tools to improve writing and productivity without delegating judgement
- Produce clearer meeting outputs with human verification

- Draft reports, policies and SOPs with mandatory human review and approval
- Use AI to support Excel work while validating logic and results themselves
- Recognise hallucinations, bias and "confidently wrong" outputs
- Apply role-based guidelines and management oversight

## Training format

**Duration:** One day

**Delivery:** In-person or virtual corporate programme

**Options:** Departmental rollouts (HR, finance, admin, operations); management briefing plus team training (recommended); optional internal policy support and quick-reference guides

## Related courses

### Executive AI Training

Half-day executive overview of AI value, risk and next steps. [View course](#)

### 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 Workflow Discovery

Consulting to find where AI can genuinely improve your processes, and where it should not be used. [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](mailto:sales@collegeafricagroup.com).

Course page: [collegeafricagroup.com/ai-in-the-workplace-training/](https://collegeafricagroup.com/ai-in-the-workplace-training/) | [What our clients say about us](#)

Regards

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