



COLLEGE AFRICA GROUP

Corporate Training and AI Consulting

CHATGPT FOR BUSINESS

CORPORATE TRAINING PROGRAMME

One-Day Hands-On Workplace Productivity Course

Start with the source. Check the process. Use AI with purpose.

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Programme overview

This practical one-day corporate programme helps everyday business users apply ChatGPT and generative AI to real workplace tasks.

Delegates work through one connected business case for the whole day. Each exercise produces an output that becomes the source for the next, so the day builds from untidy data to validated reports, follow-up communication and document comparison.

The programme is practical rather than technical and does not require programming or specialist AI knowledge. Delegates work in ChatGPT alongside Excel, Word and Outlook.

Course method

Source Data > Process > Required Output > AI > Validate Against the Source

Delegates learn to identify the authoritative source, check whether the existing process is working, define the required result, use AI deliberately and validate the output against the source. If the process is unclear or broken, the first step is to correct the process rather than automate it.

How the day works

- **One business case:** all exercises use Sunrise Trading, a fictional company, so no confidential workplace information is needed.
- **Concepts built in, not lectured:** prompting, hallucinations and validation are introduced at the exercise where they are needed and reinforced throughout the day.
- **Solution files:** a completed solution is available after each exercise, so any delegate can continue with the next exercise.

Who should attend

- Business professionals who use, or plan to use, ChatGPT in their daily work.
- Managers, administrators, project teams and customer-facing employees.
- Mixed groups from finance, HR, operations, sales and support functions.

Learning outcomes

- Explain the practical capabilities and limitations of generative AI and ChatGPT.
- Apply responsible-use, confidentiality, POPIA and validation principles.
- Use the CAG Source-to-Output Method and a simple prompting pattern on a workplace task.
- Structure, analyse and report on workplace information in Excel.
- Compare two lists in Excel and two documents in Word to find what is new, missing or changed.
- Turn meeting content into decisions, actions and follow-up communication.

Course content

Module 1 AI and ChatGPT in plain English

A brief introduction sets realistic expectations before the practical work begins.

- What generative AI and ChatGPT can and cannot do.
- Where AI can reduce repetitive effort in ordinary workplace tasks.
- Why fluent and convincing outputs are not guaranteed to be correct.

Module 2 Responsible use and validation

- Hallucinations, weak evidence and incorrect outputs.
- Confidentiality, sensitive information and POPIA awareness.
- Human accountability and checking important outputs against the source.

Module 3 The CAG Source-to-Output Method

- Source Data: identify the authoritative and current information.
- Process: understand the existing steps and ask whether the process is broken.
- Required Output: define the result, audience, format and standard.
- AI: decide where AI can assist and give a clear instruction.
- Validate Against the Source: check facts, figures, omissions and assumptions.

Prompting pattern *Source, task, required output, constraints and validation.*
Introduced in Exercise 1 and used in every exercise that follows.

Module 4 ChatGPT and Excel practical workshop

Excel takes about half of the practical time and is completed before lunch. Delegates upload files to ChatGPT and check every result in Excel. The exercises suit general business users and do not require specialist accounting knowledge.

Exercise 1 Clean and structure captured orders

- Turn an untidy list of captured customer orders into a structured Excel table.
- Standardise fields and identify blanks, duplicates and inconsistencies.
- Write a first prompt using the prompting pattern and check the result against the original list.

Exercise 2 Turn the orders into a dashboard

- Create useful calculations, summaries, indicators and charts from the cleaned table.
- Write short management commentary on trends and exceptions.
- Find and correct an AI result that does not match the source data.

Exercise 3 Compare orders with deliveries

- Compare a small sample manually before using AI.
- Identify outstanding orders, unmatched deliveries and short deliveries.
- Use AI-assisted formulas or matching logic, then verify every exception.

Same skill, any two lists *The comparison method in Exercise 3 works for budget against actual, this month against last month, or two staff or price lists.*

Excel skills reinforced

Tables, sorting, filtering, data quality, formula explanation, lookups, exception analysis and concise management commentary.

Control principle *Start with the source. Check the process. Verify every important result.*

Afternoon workplace productivity session

The afternoon applies the same method to communication and documents. Delegates attach Word documents to ChatGPT and bring the results back into Word and Outlook. The exceptions found in Exercise 3 carry into the afternoon exercises.

Module 5 Meeting summary and actions (short)

Exercise 4 Summarise the order review meeting

- Summarise a meeting transcript, supplied as a Word document, that discusses the delivery exceptions.
- Extract decisions, actions, owners and due dates.
- Separate confirmed actions from suggestions; mark missing dates as TBC.
- The same method applies to transcripts exported from Teams or other meeting tools, where policy allows.

Module 6 Follow-up communication (short)

Exercise 5 Draft the follow-up emails

- Draft a professional email to the customer about the outstanding deliveries in ChatGPT, then finalise it in Outlook.
- Check every name, commitment and date against the meeting summary.

Module 7 Document comparison: policies, tenders and contracts

Exercise 6 Compare two versions of a policy

- Compare the current and revised Sunrise Trading leave policy in Word.
- Identify every material change, then rank the five most important.
- Show the source reference, the change, its impact and the required action.
- Optional: apply the same method to a tender specification and a previous tender response.

Comparison principle *AI assists with the review. The original documents remain the source of truth.*

Module 8 Workplace application and questions

Delegates apply the course method to one task from their own work.

- Identify the authoritative source information.
- Check whether the current process is clear, consistent and working.
- Define the required output and how it will be validated.
- Decide where AI can add value without removing necessary human judgement.

Do not automate confusion. Fix the process, then decide where AI adds value.

Recommended one-day schedule

Time	Session
09h00–09h35	Introduction, AI in plain English, responsible use and the Source-to-Output Method
09h35–10h15	Exercise 1: Clean and structure captured orders
10h15–10h30	Morning break
10h30–11h15	Exercise 2: Dashboard and validation
11h15–12h15	Exercise 3: Compare orders with deliveries
12h15–13h00	Lunch
13h00–13h25	Exercise 4: Meeting summary and actions
13h25–13h40	Exercise 5: Follow-up email
13h40–13h55	Afternoon break
13h55–14h40	Exercise 6: Document comparison
14h40–15h00	Workplace application and Q&A

Delivery and preparation

- One-day programme of six hours including breaks (09h00–15h00), onsite or instructor-led virtual.
- Practical files and solution files supplied by College Africa Group.
- Delegates should confirm that their ChatGPT access and file uploads are working.
- The organisation should confirm which workplace information may be used during training.

Tailoring and next steps

The core course uses the shared Sunrise Trading case. On request, exercises can be tailored to a business function such as finance, HR, operations, sales or executive support, using anonymised examples agreed beforehand.

- Follow-on options: function-based AI training, Excel courses and AI Workflow Discovery.
- Details: collegeafricagroup.com/ai-training-by-business-function

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