



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

ChatGPT for Business — Two-Day Practical Workplace Workshop

Your team has started experimenting with AI. Now they need to use it properly.

AI Productivity Workshop

Duration: Two days | **Level:** Beginners and early AI users

The business problem

Many employees have tried ChatGPT but use it inconsistently: weak prompts, generic results and little awareness of POPIA, confidentiality or copyright.

The organisation sees isolated experiments rather than real time savings across email, documents, Excel and presentations.

You need this course if...

- Staff have experimented with AI but lack structure and confidence
- Prompts are vague and outputs need heavy rework
- You want AI applied across Outlook, Word, Excel and PowerPoint
- Confidential or personal information may be going into public AI tools
- You want to identify repetitive tasks and workflow bottlenecks

How this course solves it

A practical two-day workshop that equips delegates to use ChatGPT and other AI tools safely, responsibly and productively.

It combines AI fundamentals, effective prompt writing, Microsoft Office productivity, business problem solving and responsible AI use, using realistic business scenarios delegates can apply immediately. No technical or programming experience is required.

Who should attend?

- Executive and personal assistants, office managers and administrators
- HR, finance and accounting professionals
- Engineers, project, operations and business analysts
- Sales, marketing and customer service professionals
- Team leaders, executives, business owners and consultants

Course content

1. Artificial Intelligence in the Workplace

- AI in a business environment and the current landscape
- Business opportunities and AI myths
- AI assists; humans remain responsible
- AI produces language, not truth.

2. Understanding Today's AI Platforms

- ChatGPT, Microsoft Copilot, Google Gemini, Claude and Perplexity
- Choosing the right AI tool

3. Writing Effective ChatGPT Prompts

- The College Africa Group RTCO™ Prompt Framework: Role, Task, Context, Output
- Controlling tone, structure and length
- Rewrite, summarise and improve techniques
- Weak vs strong prompts; iterative prompting and refining outputs
- Reusable prompt templates and a personal prompt library

4. ChatGPT for Outlook & Business Communication

- Professional emails and correspondence
- Reports and business summaries
- Meeting agendas and minutes
- Proofreading and tone improvement

5. ChatGPT for Microsoft Word

- Policies, procedures and SOPs
- HR documentation and training manuals
- Business proposals
- Contract and document review
- Document formatting and improvement

6. ChatGPT for Microsoft Excel & Data Analysis

- Formula assistance and explanations
- Tables, charts and trend analysis
- Business insights and data interpretation
- Working with PDFs and extracting key information
- Validating AI outputs using Excel

7. ChatGPT for PowerPoint & Content Creation

- Presentation creation, design and speaker notes
- Canva and image generation
- Marketing material and social media content

8. Responsible AI, Risks & Governance

- Limitations, hallucinations, misinterpretation and bias
- HUMAN validation and accountability
- POPIA, data privacy and confidential, client and personal information
- Risks of public AI platforms and copyright
- AI governance and safe practices

9. Business Problem Solving & Workplace Productivity

- Identifying repetitive, time-consuming tasks and workflow bottlenecks
- Improving business processes using AI
- Research, brainstorming, decision support and prioritisation
- Checklists and standard operating procedures
- Identifying AI opportunities in your role and measuring time saved

10. Practical Demonstrations, Guided Exercises & Questions

- Workplace scenarios across communication, Word, Excel and PowerPoint
- Guided exercises, individual activities and group discussion
- Best practices and immediate workplace implementation

After the course

Delegates will be able to:

- Understand the current AI landscape and major business platforms
- Select the right AI tool for different tasks
- Write effective prompts that produce high-quality business outputs
- Improve communication, reporting and administrative productivity
- Apply ChatGPT across common Microsoft Office applications
- Understand AI limitations, governance, POPIA and business risk
- Protect confidential company information when using AI

Training format

Duration: Two days

Approach: Practical demonstrations, guided exercises, individual activities and group discussion

Focus: Practical business application, not technical AI development or programming

Further learning and services

Microsoft 365 Copilot Training

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

AI and Data Analytics Using Excel, Copilot and ChatGPT

AI-assisted analysis and reporting where Excel proves the numbers. [View course](#)

Microsoft Copilot Studio & AI Agents (Advanced)

Advanced programme for organisations exploring AI agents.

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.

Course page: collegeafricagroup.com/chatgpt-for-business-course-south-africa/ | [What our clients say about us](#)

Regards

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Accreditation no. ACC/2011/07/066

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