COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Claude for Business — One-Day Corporate Programme

Staff use Claude every day, but the output is only as good as the source and the process behind it

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

Duration: One day | **Delivery:** Onsite or instructor-led virtual | **Level:** Everyday business users

The business problem

Most people use Claude as a quick writing tool. They paste in a request, accept a fluent answer and move on, without checking it against the original information.

When the underlying process is unclear or broken, AI simply produces confusion faster.

You need this course if...

- Staff use Claude but results are inconsistent
- AI output is not checked against the source data
- Excel lists, orders or deliveries are compared by hand
- Email threads and meetings are not turned into clear actions
- You want practical, measurable use, not AI for its own sake
- Staff retype the same instructions for the same task every week

How this course solves it

A practical one-day programme that helps everyday business users apply Claude to real workplace tasks and produce reliable outputs validated against the original source data. No programming or specialist AI knowledge is required.

Course method: Source Data → Process → Required Output → AI → Validate Against the Source. If the process is unclear or broken, the first step is to fix the process, not automate it.

Who should attend?

- Business professionals who use Claude in their daily work
- Managers, administrators, project teams and customer-facing employees
- Mixed groups from finance, HR, operations, sales and support

Course content

Module 1: AI and Claude in Plain English

- What generative AI and Claude can and cannot do
- Where AI reduces repetitive effort in ordinary tasks
- Why fluent output is not guaranteed to be correct
- Choosing the right model and effort level for the task

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, 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:** check facts, figures, omissions and assumptions

Prompting: source, task, required output, constraints and validation. Introduced in Exercise 1 and used in every exercise that follows.

Module 4: Claude and Excel Practical Workshop

About half of the practical time, completed before lunch. Suitable for general business users.

- **Exercise 1:** clean and structure an untidy list of captured customer orders, and check the result against the original list
- **Exercise 2:** turn the orders into a dashboard with short management commentary, and find an AI figure that does not match the source
- **Exercise 3:** compare orders with deliveries, identify short and missing deliveries, and verify every exception

Control principle: start with the source, check the process, verify every important result.

Module 5: Meeting Summary and Actions

- **Exercise 4:** turn a meeting transcript into decisions, actions, owners and due dates, keeping suggestions separate and marking missing dates as TBC

Module 6: Follow-Up Communication

- **Exercise 5:** draft the customer and internal follow-up emails, and check every name, commitment and date against the source

Module 7: Document Comparison: Policies, Tenders and Contracts

- **Exercise 6:** compare the current and revised versions of a policy, rank the five most important changes, and show the impact and action for each
- **Optional:** apply the same method to a tender specification and a previous tender response

Principle: AI assists with the review. The original documents remain the source of truth.

Module 8: Workplace Application and Questions

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

Module 9 (Optional, if time permits): Make Claude Work Your Way: Skills and Projects

- **Exercise 7:** create, save and run a Skill that turns the Exercise 4 meeting transcript into minutes in the same format every time
- **Demonstration:** a Project that keeps the Sunrise files and instructions together across several chats

Principle: a Skill or Project saves explaining. It does not save checking.

Recommended one-day schedule

- **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
- **13h25–13h45** Exercise 5: Follow-up emails
- **13h45–14h00** Afternoon break
- **14h00–14h45** Exercise 6: Document comparison
- **14h45–15h05** Workplace application and Q&A
- **15h05–15h20** Optional, if time permits: Skills and Projects; close

After the course

Delegates will be able to:

- Explain the capabilities and limitations of Claude
- 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
- Understand how Skills and Projects save repeatable instructions (if time permits)

Training format

Duration: One day, 09h00 to 15h20

Delivery: Onsite or instructor-led virtual corporate programme

Preparation: Practical files supplied before training; delegates confirm that their Claude access, file uploads and “Code execution and file creation” (needed for Skills) are working; the organisation confirms which workplace information may be used

Related courses

AI in the Workplace

Governance-led, practical AI use across ChatGPT, Microsoft Copilot and Claude. 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 and Data Analytics

AI-assisted analysis and reporting where Excel proves the numbers. 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.

Course page: https://collegeafricagroup.com/claude-training-for-business/ | **What our clients say about us**

Regards

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