

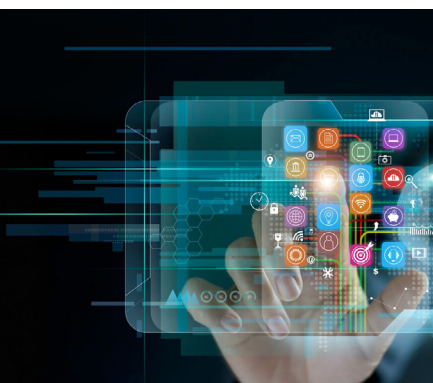
ARTIFICIAL INTELLIGENCE (AI) IN THE WORKPLACE

This practical one-day course shows participants how to use these tools safely, effectively and responsibly in everyday workplace tasks.

By 



1 DAY



Prerequisites

No technical background is required. Participants should be comfortable using a web browser and basic office software.

Expected outcomes

- Use AI more confidently and responsibly in everyday workplace situations
- Get better results from AI tools by using clearer prompts and refining responses.
- Check AI outputs for accuracy and avoid common risks when using AI for work
- Apply practical skills immediately, including writing better prompts, improving workplace writing and summarising information
- Use AI for brainstorming, checking answers for accuracy and applying a simple safety check before and after use

Who should attend

This course is suitable for office workers, team leaders, managers, administrators, project staff, customer service staff, business professionals and anyone who wants a practical introduction to using AI tools in the workplace.

Understanding AI in the workplace

- What AI is, what generative AI can do, and what a large language model is
- What AI is not: not human, aware, opinion-based or a guaranteed source of truth
- Why people remain responsible for checking facts, protecting information and approving final work

Getting started with generative AI

- Get started with ChatGPT, Microsoft Copilot and Google Gemini in the browser
- Enter simple prompts, reviewing results, and starting new chats
- Understand that features vary by account type, licence, subscription and workplace settings

Ethical and responsible AI use

- Accuracy, hallucinations and misinformation
- Bias, fairness and over-reliance on AI
- Privacy, data protection and security risks
- Transparency, disclosure, accountability and human oversight
- Copyright, ownership, laws, policy and workplace governance

Choosing the right AI tool

- Compare common AI tools for everyday workplace use
- Choose a tool based on the task, account type and workplace rules
- Know when to use an approved workplace tool instead of a personal or public AI tool

Prompting: asking better questions

- Write clearer prompts using goal, context, source and expectations
- Set format, tone, length and audience to guide the output
- Refine prompts by adding constraints, examples, roles and follow-up questions
- Test, challenge and improve AI responses

AI safety check

- Learn a simple safety check before using AI, including whether content contains sensitive or protected information, whether reliable sources or human review are needed, whether a wrong answer could cause harm, and whether unnecessary details have been removed from the prompt
- Learn what to check after using AI, including accuracy, sources, sensitive information, bias, copyright, tone and whether AI use should be disclosed.

Customisation and data

- Use custom instructions and preferences to shape responses
- Understand memory, chat history, temporary chat and retention
- Manage privacy, data protection settings and model choices where available
- Recognise that settings vary by tool, account type and organisation policy

Working with images

- Upload images and ask AI to describe, caption or write alt text
- Extract or translate text from an image
- Create images from prompts and reviewing results for quality and accuracy

Workplace examples and activities

- Practice using AI for realistic office tasks, including rewriting, checking and drafting workplace writing, summarising, translating and finding actions in documents or messages, extracting insights from information or data, and brainstorming ideas while improving prompts through testing and refinement

Practical, relevant training developed for the Australian workplace.

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