

COURSE OUTLINE

Gen AI Essentials: Skills for the AI-Powered Workplace



Gen AI Essentials: Skills for the AI-Powered Workplace

Duration: Two days (9:00am to 5:00pm)

Method: Instructor-led

Mode: Physical

Level: Beginner to Intermediate

Instructor: Ali Reza Azmi

Overview

This two-day course equips participants with the skills to leverage **Generative AI (Gen AI)** tools, such as ChatGPT, for enhancing workplace efficiency. Designed for non-technical professionals, the course focuses on mastering the art of prompting to generate outputs that simplify everyday tasks, including replying to emails, translating documents to Bahasa Melayu or English, drafting proposals, checking for errors, and creating slide decks. Through hands-on sessions, participants will gain practical experience in automating workflows and saving time on routine tasks.

The **main purpose** of this course is to help participants become more **efficient and productive** while saving time. One of the most valuable intangible benefits we've consistently seen from our customers is the positive impact on employees' **workplace satisfaction**. By making laborious tasks, such as drafting reports or generating content, faster and easier, employees experience reduced frustration and increased happiness. This shift in how work is approached not only improves productivity but also contributes to a more positive, energized work environment.

The course also addresses the ethical considerations of using AI and explores its potential for transforming the workplace. By the end of the program, participants will be able to apply AI tools effectively, **streamlining tasks**, increasing **productivity**, and improving overall workplace satisfaction.

Course Objectives

- Introduce participants to the fundamentals of AI and generative AI tools, focusing on their capabilities and practical applications.
- Develop participants' skills in crafting effective prompts to achieve specific outputs using AI tools.
- Enable participants to create AI-generated content and integrate them into proposals, email replies, translation to Bahasa Melayu or English, reports, presentations or social media.

- Teach participants how to automate routine tasks using Gen AI tools, enhancing their productivity.
- Provide insights into emerging trends in AI, encouraging continuous learning and adaptation in the evolving AI landscape.
- Equip participants with knowledge of ethical considerations when using AI in workplace applications.

Who This Course is For

This course is designed for:

- Non-technical professionals or government employees eager to understand the potential of generative AI tools.
- Individuals looking to enhance their productivity and integrate AI-driven solutions into their daily workflows.
- Anyone interested in learning how to use AI tools like ChatGPT for tasks such as content creation, data analysis, and workflow automation without needing an IT background.

Prerequisites

- No prior knowledge of AI or coding is required.
- Basic computer literacy and familiarity with common digital tools (e.g., using a web browser, basic software like Google Workspace or Microsoft Office) are recommended.

Day 1: Exploring the Basics and Building Strong Foundations

Module 1 — Navigating the Landscape of AI and Generative AI

Overview:

- Introduction to AI and Its Branches
- Generative AI: What It Is and How It Works
- Why Now? The Role of Cloud Computing and High-Speed Internet in AI's Growth
- Ethics in AI: Understanding Data Usage, Bias, and Ethical Considerations
- Practical Applications in Organisational Workflows

Practical Activity:

Participants will explore Google Cloud Vision AI, Google Cloud Document AI, and Google Cloud Text-to-Speech AI. They will try out these tools by uploading images, documents, and text to experience firsthand how AI can extract information, convert data, and produce text-to-speech outputs.

Learning Outcome:

Participants will gain a foundational understanding of AI, the ethical implications of using AI, and the practical applications of these tools in their work.

Module 2 — Unlocking the Power of Generative AI Tools

Overview:

- Introduction to Popular Gen AI Tools: ChatGPT, Gemini, and Co-Pilot
- Comparison: Strengths, Weaknesses, Free vs Paid Versions
- Focusing on ChatGPT: Multilingual Capabilities, Including Bahasa Melayu
- Basics of Prompting: How to Craft Effective Prompts for Optimal Outputs
- Demo: Prompting for Simple Tasks

Practical Activity:

Participants will start with light and engaging prompts to get comfortable "talking" to the chatbot. They will try prompts like "write me a poem," "tell me a joke," "tell me the history of Malaysia," or "tell me what you know about the Fintech industry in Malaysia." This activity will ease them into understanding how to interact with AI tools in a fun, non-intimidating way.

Learning Outcome:

Participants will become familiar with engaging Gen AI tools through light-hearted prompts, gaining confidence in interacting with chatbots and setting the foundation for more complex prompting in later modules.

Module 3 — Refining Prompts for Enhanced and High-Quality Outputs

Overview:

- Transitioning from Basic to Advanced Prompting
- Techniques for Refining Prompts: Adding Context, Defining Format, and Setting Clear Objectives

- How Prompt Specificity Affects Output Quality: Examples and Best Practices
- Demo: Prompting for More Detailed Responses and Tasks, Such as Summarising Reports, Drafting Proposals, Drafting Emails, or Creating Lists
- Fixing Formatting Issues: Working with Output for Documents

Practical Activity:

Building on the light prompts from Module 2, participants will now refine their initial prompts to get more specific and relevant outputs. They will work on tasks like creating summaries, drafting clear and well-structured emails, and generating detailed lists. Participants will practise adjusting the context and tone to produce better results and will troubleshoot any formatting issues that arise when transferring content to documents.

Learning Outcome:

Participants will understand how refining their prompts can lead to higher quality and more relevant outputs. They will learn practical strategies for improving their prompts to get the best results from Gen AI tools in various real-world scenarios.

Day 2: Deep Dive into Visual Creation and Workflow Automation

Module 4 — The Power of SaaS Tools and Generative AI for Visual and Video Creation

Overview:

- The Rise of SaaS Tools: Transforming the Computing Landscape
 - Examples: Google Workspace, Canva, ChatGPT, DALL-E, Pictory, Trello, Notion
- Advantages of SaaS: Accessibility, Collaboration, and Cloud Integration
- Creating AI-Generated Images and Videos: Best Practices and Applications in Corporate Communication
- Practical Activity: Prompting for Visuals and Integrating Them into Presentations or Social Media

Practical Activity:

Participants will use Canva and DALL-E to create images. They will also explore Pictory to generate short AI-powered videos. Participants will be challenged to create a presentation or social media post incorporating their generated visuals and videos, demonstrating practical use cases for communication within corporate sectors.

Learning Outcome:

Participants will understand how SaaS tools have revolutionised the workplace and will learn to use AI tools to generate engaging visuals and videos.

Module 5 — Automating Workflows with Gen AI: From Ideas to Solutions

Overview:

- Using Gen AI for Automation: Generating Code with ChatGPT for Google Apps Script
- Showcase: Solutions for Merging Data to Create Personalized Letters and Certificates
- Group Activity: Brainstorming and Developing Workflow Automation Ideas
- Hands-On: Participants Create Their Own Automation Workflows Using AI Tools

Practical Activity:

Participants will work in groups to brainstorm workflow automation ideas tailored to their departments. They will use ChatGPT to generate Google Apps Script code to automate a specific task (e.g., sending personalised certificates or automating document approvals). Each group will present their automation to the class, sharing the potential impact on productivity.

Learning Outcome:

Participants will understand how to automate workflows and create practical solutions using Gen AI tools, enhancing their productivity in both routine and complex tasks.

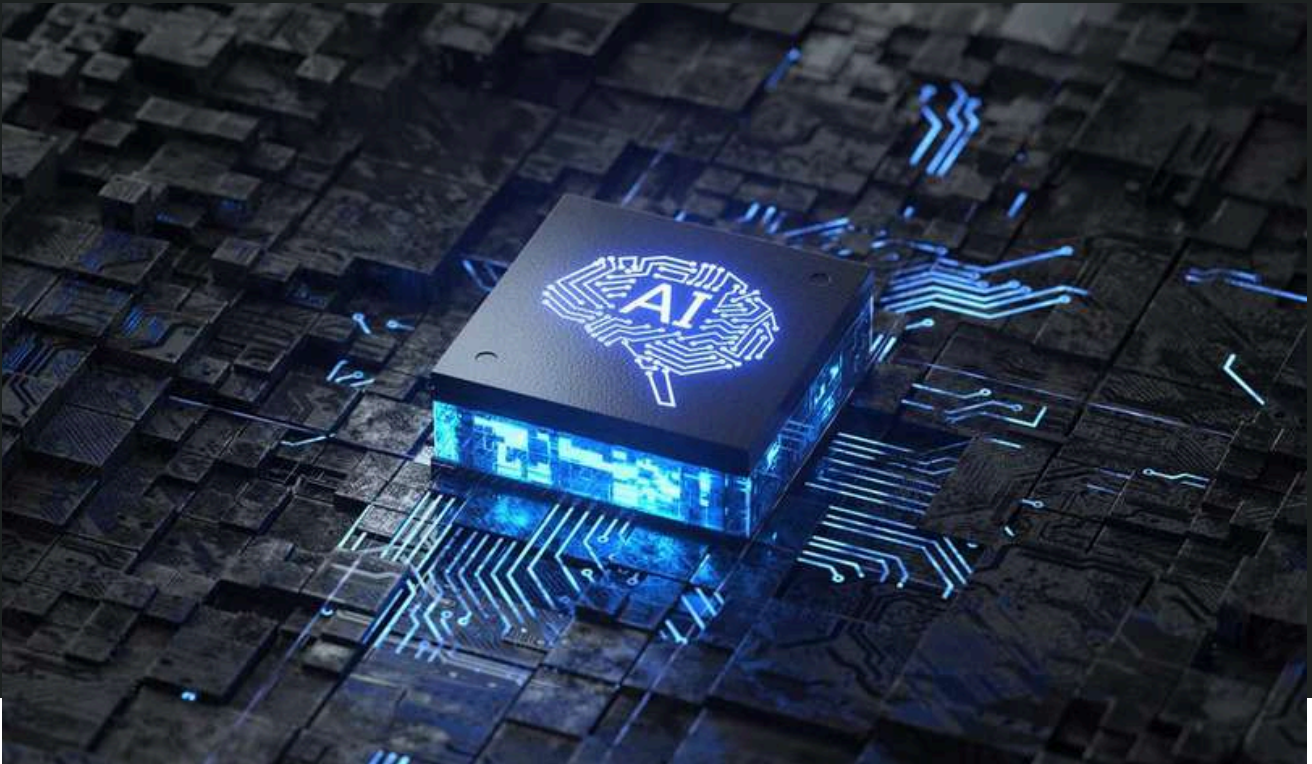
Module 6 — The Future of Generative AI in the Workplace

Overview:

- Exploring Emerging Trends in Gen AI
 - How Gen AI Will Continue to Transform Workflows and Corporate Operations
 - Continuous Learning: Staying Updated with AI Advancements
 - Discussion: How Participants Can Implement What They've Learned in Their Daily Tasks
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Closing Remarks:

- Summary of Key Takeaways
- Q&A and Open Discussion
- Post-Training Support and Resources for Further Learning



HARMONIZING OUR SKILLS WITH YOUR ASPIRATIONS

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