: ARTIFICIAL INTELLIGENCE, GENERATIVE AI AND WORKPLACE PRODUCTIVITY COURSE

Introduction

This programme equips professionals with the knowledge and practical skills to use artificial intelligence and generative AI tools to improve workplace productivity, communication, research, analysis and organizational decision-making. It explores AI fundamentals, large language models, prompt engineering, AI-assisted content development, document analysis, workflow automation and responsible AI adoption. Participants learn how to formulate effective prompts, evaluate AI-generated outputs, use AI to support research and reporting, summarize complex documents, develop presentations and streamline routine administrative tasks. The course also examines AI limitations, hallucinations, data privacy, confidentiality, intellectual property, bias and human oversight. Practical applications are drawn from management, human resources, finance, education, marketing, customer service, research and public administration. The emphasis is on using AI as a productivity aid while retaining professional judgment, accountability and verification.

Course Objectives

- Explain AI, machine learning, generative AI and large language models.
- Identify appropriate workplace applications for AI tools.
- Develop effective prompts for different professional tasks.
- Use AI to support writing, research, analysis and presentation development.
- Apply AI tools to improve document processing and routine workflows.
- Evaluate AI outputs for accuracy, bias, relevance and reliability.
- Apply responsible AI practices relating to privacy, confidentiality and human oversight.

Course Modules

P.O Box 7254- 01000
www.trustgatecorporateskills.co.ke
Location Thika & Nairobi

> Module 1: Fundamentals of Artificial Intelligence
- Definition, evolution and major branches of artificial intelligence.
- Differences between traditional AI, machine learning and generative AI.
- Large language models and how AI systems generate responses.
- Business applications, opportunities and limitations of AI.

> Module 2: Generative AI Tools and Workplace Applications
- Overview of text, image, audio and document-oriented AI tools.
- Selecting AI tools for different professional tasks.
- AI-assisted research, writing, analysis and communication.
- Evaluating AI capabilities, limitations and organizational suitability.

> Module 3: Prompt Engineering and Effective AI Interaction
- Prompt structure, clarity, context and task definition.
- Role prompting, examples, constraints and output formatting.
- Iterative prompting, refinement and follow-up instructions.
- Evaluating prompts and improving the quality of AI responses.

> Module 4: AI for Writing, Communication and Content Development
- Drafting professional emails, letters, reports and policy documents.
- Editing, proofreading, summarization and tone adjustment.
- Developing presentations, proposals and communication materials.
- Maintaining accuracy, originality and appropriate human review.

> Module 5: AI for Research, Learning and Knowledge Management
- Developing research questions and organizing research activities.
- Summarizing documents and extracting relevant information.
- Supporting literature exploration and synthesizing source materials.
- Fact-checking, source verification and responsible academic AI use.

> Module 6: AI for Data Analysis and Decision Support
- Using AI to explore datasets and identify analytical questions.
- Interpreting tables, charts and numerical summaries.
- Supporting spreadsheet formulas, data cleaning and reporting.
- Validating calculations, assumptions and AI-generated conclusions.

> Module 7: AI-Assisted Office Productivity and Workflow Automation
- Streamlining document preparation and administrative workflows.

- Using AI with office productivity applications where supported.
- Automating repetitive tasks and structuring standard procedures.
- Designing human-supervised AI-assisted workflows.

> Module 8: AI Applications Across Organizational Functions

- AI in human resource management, training and employee support.
- AI in finance, procurement and operational reporting.
- AI in marketing, customer service and business development.
- AI in project management, education and public administration.

> Module 9: Responsible AI, Privacy and Governance

- AI hallucinations, bias, misinformation and reliability concerns.
- Data privacy, confidentiality and protection of sensitive information.
- Intellectual property, ethical use and organizational AI policies.
- Human oversight, accountability, risk management and compliance

> Module 10: AI Productivity Implementation Project

- Identifying a workplace task suitable for AI assistance.
- Designing prompts and selecting appropriate AI tools.
- Testing outputs for quality, accuracy, efficiency and risk.
- Presenting an AI adoption plan with safeguards and performance measures.

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