

1. Programme Title

From START to SMART: Generative AI for Workplace Productivity

2. Programme Overview

This From START to SMART: Generative AI for Workplace Productivity expands hands-on practice and adds deeper skill-building in prompt refinement, multi-step task workflows, and practical decision support. Participants will develop a stronger prompt library, practice quality assurance and verification techniques, and build role-based AI workflows to improve productivity across multiple workplace tasks. The program includes showcase and critique clinics to strengthen output quality and responsible use.

3. Target Participants

Designed for professionals across organizational levels who want structured onboarding into Generative AI adoption: - Support staff and clerical personnel - Administrative and operations executives - Supervisors, team leaders, managers and senior managers - Heads of department - Business owners and entrepreneurs - Directors and C-suite leaders.

4. Pre-requisites

- Basic digital literacy and regular workplace computer usage
- Laptop recommended for hands-on practice
- Access to organization-approved GenAI tool(s) (or trainer-provided alternatives where applicable)
- Recommended: bring non-sensitive examples (emails, meeting notes, SOPs, FAQs, templates)

5. Learning Objectives

By the end of the programme, participants will be able to:

1. **Given** access to selected GenAI platforms and safety guidance, **register/access and navigate** at least **two** tools/features (where available) and apply safety configurations with **100% completion** of the setup checklist.
2. **Given** workplace scenarios, **differentiate** appropriate vs. inappropriate corporate use cases and **score at least 80%** on a scenario-based compliance checklist.
3. **Given** business tasks and prompt templates, **construct, test and refine** prompts (including multi-step prompts) that meet required output criteria in **2 iterations or fewer** for **at least 3** task types.
4. **Given** AI outputs and a review checklist, **validate and improve** outputs (accuracy, clarity, relevance, compliance) achieving **at least 90%** quality checklist compliance.
5. **Given** a role-based use case, **build** a reusable AI workflow (prompt sequence +

verification + reuse templates) and **demonstrate** it by completing **two end-to-end tasks** during the capstone clinic.

6. Programme Structure & Topics Coverage (2 Days)

Day 1 – Onboarding + Foundations (START)

- GenAI onboarding, tool selection and safe setup
- Capabilities, limitations and corporate use-case selection
- Foundational prompting across tools
- Hands-on practice: communication + summarisation
- Output improvement sprint (quality + safety)
- **Showcase & critique clinic (Day 1 end):** selected participants present outputs and improved prompts for peer review and facilitator critique

Day 2 – Practical Application + Workflow Building (SMART)

- AI for workplace productivity: reporting, templates, planning
- AI for analysis & decision support: brainstorming, SWOT, structured thinking
- Advanced prompt refinement: iterative improvement, role-based prompting, multi-step tasks
- Output validation: review techniques and human oversight
- Capstone: role-based AI workflow build + demonstration
- Final showcase, critique and action roadmap

7. Training Methodology

- Interactive instructor-led facilitation
- Live multi-tool demonstrations
- Guided hands-on exercises and coaching clinics
- Case discussion and scenario challenges
- Showcase + peer review + critique clinics

8. Assessment & Participant Evaluation (Non-Certified)

- Practical task outputs (before/after improvement)
- Scenario-based compliance checklist
- Capstone workflow demonstration and facilitator observation checklist

9. Duration & Delivery Method

- **Duration:** 2 Days
- **Total Contact Hours:** 14 Hours (840 minutes) excluding breaks
- **Delivery Method:** Virtual (Online) / In-Person (Physical) / Hybrid
- **Language:** English (bilingual delivery available upon request)

10. Materials Provided

- Slides and visual diagrams
- Prompt templates and prompt library workbook
- Responsible-use, quality and verification checklists
- Practice worksheets and sample non-sensitive datasets
- Rubrics for showcase/critique clinics

11. Session Plan & Schedule (2 Days | 840 minutes contact time)

Breaks/lunch are suggested and adjustable. Contact time below totals **840 minutes**.

Day 1 (420 minutes contact)

09:00–09:25 (25 mins) — Onboarding, outcomes & setup checklist

- Method: Demo + guided setup walkthrough

- Resources: Slides, setup checklist

09:25–10:40 (75 mins) — Capabilities, limitations & corporate use cases

- Method: Interactive lecture + scenario classification + Q&A

- Resources: Scenario worksheet, slides

10:40–10:55 — Break (non-contact)

10:55–12:15 (80 mins) — Foundational prompting across tools

- Method: Guided practice + mini challenges

- Resources: Prompt templates, examples

12:15–13:15 — Lunch (non-contact)

13:15–15:10 (115 mins) — Hands-on lab: communication + summarisation

- Method: Hands-on lab + coaching clinic

- Resources: Worksheets, quality checklist

15:10–15:25 — Break (non-contact)

15:25–16:55 (90 mins) — Prompt refinement + output improvement

- Method: Iterative prompting sprint + peer review

- Resources: Before/after rubric, verification checklist

16:10–16:55 (45 mins) — Day 1 showcase & critique clinic (end-of-day presentations)

- Method: Selected participant showcases + peer review + facilitator critique + improvement notes

- Resources: Rubric/checklist, sample prompts

16:55–17:00 (5 mins) — Day 1 close

- Method: Quick recap + next-day readiness

- Resources: —

Day 1 Contact Total: 420 minutes

Day 2 (420 minutes contact)

09:00–10:15 (75 mins) — AI for productivity: reports, templates, planning

- Method: Demo + guided practice
- Resources: Templates, worksheets

10:15–10:30 — Break (non-contact)

10:30–11:45 (75 mins) — AI for analysis & decision support

- Method: Case exercises (brainstorm, SWOT, options)
- Resources: Case worksheets, rubrics

11:45–12:45 (60 mins) — Advanced prompting: role-based + multi-step tasks

- Method: Prompt building clinic
- Resources: Prompt patterns sheet

12:45–13:45 — Lunch (non-contact)

13:45–15:00 (75 mins) — Output validation & human oversight

- Method: Verification drills + red-flag identification
- Resources: Verification checklist, sample outputs

15:00–15:15 — Break (non-contact)

15:15–16:15 (60 mins) — Capstone: role-based AI workflow build + demo

- Method: Individual/team build + facilitator clinic
- Resources: Workflow template, checklists

16:15–17:00 (45 mins) — Day 2 showcase, critique & wrap-up (end-of-day presentations)

- Method: Selected participant showcases + peer review + facilitator critique + action roadmap
- Resources: Rubric, feedback form, sample prompts
- Method: Selected participant showcases + peer review + facilitator critique + action roadmap
- Resources: Rubric, feedback form, sample prompts

Day 2 Contact Total: 420 minutes

Programme Contact Total: 840 minutes
