

1. Programme Title

From User to Creator: Generative AI Chatbot Creation and Deployment

2. Programme Overview

From User to Creator: Generative AI Chatbot Practitioner & Deployment Program (2-Day Advanced) course deepens creation capability across multiple platforms and adds a practical onboarding and adoption plan to ensure smooth, effective usage after deployment. Participants build and test customised chatbots using a wider set of tools (including Grok Projects, Perplexity Spaces, and Copilot Agents, where available), strengthen governance and responsible-use controls, and produce an actionable chatbot onboarding and adoption plan for real-world rollout.

3. Target Participants

- Executives, Senior Executives
- Team Leaders, Managers
- Business owners, Operations/Administration leads
- Customer support / customer experience leads
- Trainers/educators and internal communications champions

4. Pre-requisites

- Basic digital literacy (browser use, document editing)
- Participants should have access to at least one chatbot platform account (organization-provided or personal) where applicable
- Recommended: participants bring 2–3 real use cases and sample FAQs/SOPs (non-sensitive)

5. Learning Objectives

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

1. **Given** example tasks and chatbot transcripts, **differentiate** customised chatbots vs. general-purpose LLM chatbots by identifying **at least 8** capability/constraint differences and selecting the best-fit approach for **2** workplace use cases.
2. **Given** a simplified workflow and governance checklist, **explain** how chatbots function behind the scenes and **apply** basic guardrails (scope, boundaries, privacy prompts) with **80% compliance** to the checklist.
3. **Given** platform options and a use-case template, **build and configure** a customised chatbot on **at least 2 platforms** (e.g., Custom GPT, Gemini Gems, Edcafe chatbot, Grok Projects, Perplexity Spaces, Copilot Agents) and **pass 3 out of 3** scenario tests per chatbot.

4. **Given** a target user group and communication constraints, **produce** a complete chatbot onboarding kit (prompt pack, quick-start guide, FAQ, escalation path) that enables a new user to **complete 3 defined tasks** with minimal support.

5. **Given** an adoption planning canvas, **develop** a chatbot onboarding and adoption plan including stakeholder roles, enablement activities, risk mitigations, feedback loop, and success metrics, with **at least 6 actions** and **3 measurable KPIs**.

6. Programme Content Outline (2-Day)

Day 1 – Foundations + First Build

- Welcome, outcomes, use-case selection
- Customised chatbots vs general LLM: when and why
- How chatbots work behind the scenes (non-technical)
- Build #1 on core platforms (Custom GPT / Gemini Gems / Edcafe chatbot)
- Test, iterate, and document
- **Showcase & critique clinic:** selected participants present their chatbots for review, constructive critique, and cross-learning samples

Day 2 – Multi-Platform Expansion + Adoption Plan

- Governance: data, privacy prompts, boundaries, safe use
- Build #2 / expansion on additional platforms:
 - Grok Projects
 - Perplexity Spaces
 - Copilot Agents
 - (plus any organisation-approved alternatives)
- Comparative evaluation: consistency, knowledge handling, UX, limitations
- User onboarding kit (prompt packs, quick-start guide)
- Create a chatbot onboarding & adoption plan (rollout, champions, comms, training)
- Final showcase and action roadmap

7. Learning Methodologies

- Interactive lecture with Q&A
- Demonstrations and guided walkthroughs
- Hands-on labs (multi-platform)
- Group coaching clinics
- Capstone: chatbot showcase + adoption plan presentation

8. Assessment / Evidence of Learning

- Two working chatbot builds (or one build + one advanced configuration)
- Scenario testing evidence (test scripts/results)

- Adoption plan and onboarding kit submission

9. Training Materials / Aids

- Slides / diagrams
- Use-case templates, prompt pack templates
- Governance checklist and risk prompts
- Scenario test scripts
- Adoption plan canvas (worksheet)

10. Duration & Delivery Method

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

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

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

Day 1 (420 minutes contact)

09:00–09:30 (30 mins) — Welcome & use-case focus

- Method: Icebreaker, expectation setting, select use cases
- Resources: Slides, worksheets

09:30–10:45 (75 mins) — Custom vs general LLM chat

- Method: Interactive lecture + demo + Q&A
- Resources: Slides, demo prompts

10:45–11:00 — Break (non-contact)

11:00–12:15 (75 mins) — How chatbots work (behind the scenes)

- Method: Workflow activity + guided explanation
- Resources: Diagram, checklist

12:15–13:15 — Lunch (non-contact)

13:15–15:30 (135 mins) — Creator Lab: Build #1 (core platforms)

- Method: Guided hands-on build + coaching clinic
- Resources: Platform accounts, build templates, scenario scripts

15:30–15:45 — Break (non-contact)

15:45–17:00 (75 mins) — Testing & iteration (includes showcase & critique)

- Method: Scenario testing + selected participant showcases + peer review + facilitator

critique

- Resources: Test scripts, rubric/checklist, sample prompts

Day 1 Contact Total: 420 minutes

Day 2 (420 minutes contact)

09:00–10:00 (60 mins) — Governance & guardrails

- Method: Mini-lecture + checklist application

- Resources: Governance checklist, sample safe prompts

10:00–11:30 (90 mins) — Creator Lab: Build #2 (additional platforms)

- Method: Guided hands-on build

- Resources: Grok Projects / Perplexity Spaces / Copilot Agents (where available) or approved equivalents

11:30–11:45 — Break (non-contact)

11:45–12:45 (60 mins) — Compare & improve

- Method: Group discussion + improvement sprint

- Resources: Comparison worksheet

12:45–13:45 — Lunch (non-contact)

13:45–15:15 (90 mins) — User onboarding kit

- Method: Build prompt pack + quick-start guide + FAQ + escalation path

- Resources: Templates, examples

15:15–15:30 — Break (non-contact)

15:30–16:45 (75 mins) — Adoption plan workshop

- Method: Adoption canvas + KPI definition + risk mitigations

- Resources: Adoption plan canvas, KPI list

16:45–17:00 (15 mins) — Showcase, critique & wrap-up

- 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
