

1. Programme Title

From START to SMART: Generative AI for Workplace Productivity Essentials

2. Programme Overview

This 1-day, competency-based workshop equips participants with essential Generative AI literacy and hands-on prompting skills to improve workplace productivity. Participants will learn how to access and use suitable GenAI tools, understand key capabilities and limitations, apply responsible and safe usage practices, and produce higher-quality outputs through structured prompting and verification techniques. The programme focuses on immediate application to daily work tasks such as communication, summarisation, planning and content drafting.

3. Target Participants

Designed for professionals across organisational 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 organisation-approved GenAI tool(s) (or trainer-provided alternatives where applicable)

5. Learning Objectives

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

1. **Given** access to selected GenAI platforms and safety guidance, **register/access and navigate** at least **one** platform and apply **basic safety configurations** (privacy/data awareness prompts and usage boundaries) with **100% completion** of the setup checklist.
2. **Given** workplace scenarios, **explain** core GenAI capabilities and limitations and **differentiate** appropriate vs. inappropriate corporate use cases by correctly classifying **at least 8 out of 10** scenarios.
3. **Given** a workplace task and a prompt template, **construct and refine** structured prompts (role, context, task, format, constraints) to generate outputs that meet **all required fields in 2 iterations or fewer**.
4. **Given** AI-generated outputs and a review checklist, **evaluate and improve** outputs (accuracy, clarity, relevance, compliance) so that the final output meets **at least 90%** of the checklist criteria.
5. **Given** a personal job function, **apply** GenAI to improve **at least one** workplace task and

document a repeatable mini-workflow (prompt + verification steps) that can be reused within their role.

6. Programme Structure & Topics Coverage (1 Day)

Module 1: Generative AI Onboarding (START)

- GenAI ecosystem overview and tool selection (organisation-approved options)
- Account access basics and interface navigation
- Safety settings and data awareness fundamentals

Module 2: Understanding Capabilities, Limitations & Corporate Use

- What GenAI can/cannot do; strengths vs. constraints
- Common risks: hallucination, bias, misinformation, sensitive data exposure
- Appropriate vs. inappropriate use cases in corporate settings

Module 3: Foundational Prompting (Cross-Tool)

- Core prompt structure: role, context, task, format, constraints
- Prompt patterns for daily work (rewrite, summarise, extract, plan)
- Guided hands-on prompt practice

Module 4: Productivity Application Lab (SMART Skills)

- Email/communication drafting and tone control
- Summaries, minutes, action lists, structured briefs
- Templates (SOPs/checklists) and planning outputs
- Output improvement and verification methods

Module 5: Showcase, Review & Critique Clinic (End-of-Day)

- Selected participants showcase and present their prompts/outputs and mini-workflows to the class
- Peer review + facilitator critique using a quality & safety checklist
- Share “gold standard” sample prompts for reuse

Module 6: Wrap-up & Action Plan

- Personal prompt library (top 5 prompts)
- Verification habits and next-week implementation plan

7. Training Methodology

- Interactive instructor-led facilitation
- Live demonstrations across tool(s)
- Guided hands-on exercises and coaching
- Scenario discussions and Q&A

- Showcase + peer review + critique clinic

8. Assessment & Participant Evaluation (Non-Certified)

- Practical hands-on exercises (prompt construction and improvement)
- Scenario classification activity (appropriate use cases)
- Facilitator observation checklist and participant learning reflection

9. Duration & Delivery Method

- **Duration:** 1 Day
- **Total Contact Hours:** 7 Hours (420 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 sheet
- Responsible-use and verification checklists
- Practice worksheets (emails, minutes, templates)
- Sample non-sensitive datasets and examples

11. Session Plan & Schedule (1 Day | 420 minutes contact time)

Breaks/lunch are suggested and adjustable by the provider. Contact time below totals **420 minutes**.

09:00–09:30 (30 mins) — Module 1: GenAI onboarding (START)

- Method: Demo + guided setup walkthrough
- Resources: Slides, setup checklist

09:30–10:45 (75 mins) — Module 2: Capabilities, limitations & corporate use

- Method: Interactive lecture + scenario classification + Q&A
- Resources: Scenario cards/worksheet, slides

10:45–11:00 — Break (non-contact)

11:00–12:15 (75 mins) — Module 3: Foundational prompting (cross-tool)

- Method: Guided practice + mini challenges
- Resources: Prompt templates, examples

12:15–13:15 — Lunch (non-contact)

13:15–15:30 (135 mins) — Module 4: Productivity application lab (SMART skills)

- Method: Hands-on lab + coaching clinic
- Resources: Worksheets, quality & safety checklist

15:30–15:45 — Break (non-contact)

15:45–16:30 (45 mins) — Module 5: Showcase, review & critique clinic (end-of-day presentations)

- Method: Selected participant showcases + peer review + facilitator critique
- Resources: Rubric/checklist, sample prompts

16:30–17:00 (30 mins) — Module 6: Wrap-up & action plan

- Method: Individual plan + share-out + closing
- Resources: Action plan template, prompt library sheet
- Method: Individual plan + share-out + closing
- Resources: Action plan template, prompt library sheet

Total Contact Time: 420 minutes