Generative AI & ChatGPT for Business Operations

Course Overview

This programme is designed to equip participants across various industries with practical knowledge and hands-on skills in leveraging Generative AI and ChatGPT to enhance workplace productivity.

Participants will learn how to streamline communication, automate routine tasks, analyze business data, and improve decision-making processes across key functions such as administration, finance, HR, operations, sales, and customer service.

The programme emphasizes real-world application, ensuring participants can immediately implement AI solutions in their daily work while maintaining ethical and responsible usage.

Course Objectives

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

- Understand the fundamentals and capabilities of Generative AI
- Apply ChatGPT to automate business tasks and workflows
- Generate professional business documents and reports efficiently
- Improve communication across internal and external stakeholders
- Utilize AI for data analysis and decision support
- Implement AI responsibly with proper governance and best practices

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Target Participants

- Executives, Managers, and Supervisors
- Administrative & Operations Personnel
- HR, Finance, Sales & Customer Service Teams
- Business Owners & Entrepreneurs

Training Methodology

- Interactive Presentations
- Hands-on Practical Exercises
- Real Business Case Studies
- Group Discussions & Activities
- AI Demonstrations

Training Duration

2 Days (Full Day Programme)

Time: 9:00 AM – 5:00 PM

DETAILED TRAINING TIMELINE

Day 1: Foundations & Core Applications

09:00 – 09:30

Registration & Ice Breaker

09:30 – 10:30 | Module 1: Introduction to Generative AI & ChatGPT

- Overview of Generative AI
- Capabilities & limitations
- Applications across industries

10:30 – 10:45 | Morning Tea Break

10:45 – 12:00 | Module 2: Prompt Engineering Essentials

- Effective prompt structure
- Role-based prompting (HR, Finance, Ops, Sales)
- Avoiding common AI errors

12:00 – 13:00 | Module 3: Data Safety & AI Governance

- Confidentiality & data protection
- Responsible AI usage
- Compliance considerations

13:00 – 14:00 | Lunch Break

14:00 – 15:30 | Module 4: Hands-On Lab – Business Documentation Automation

- Generate proposals, quotations & reports
- Create structured business documents
- Improve communication templates

15:30 – 15:45 | Afternoon Tea Break

15:45 – 17:00 | Module 5: Hands-On Lab – Report Summarisation & Communication

- Summarise reports and key insights
- Draft professional emails and letters
- Enhance clarity and tone

Day 2: Advanced Applications & Integration

09:00 – 09:30

Recap & Warm-Up

09:30 – 10:45 | Module 6: Workflow Automation & Business Communication

- Automating repetitive tasks
- Drafting emails and responses
- Improving workflow efficiency

10:45 – 11:00 | Morning Tea Break

11:00 – 12:30 | Module 7: Data Analysis & Reporting

- AI-assisted data interpretation
- Report generation
- Dashboard & insights creation

12:30 – 13:30 | Lunch Break

13:30 – 14:45 | Module 8: Advanced Prompt Engineering

- Reusable prompt templates
- Tone & language customization
- Multilingual content generation

14:45 – 15:00 | Afternoon Tea Break

15:00 – 16:00 | Module 9: Customer & Employee Experience Enhancement

- Identifying operational pain points
- Designing AI-driven solutions
- Improving service delivery

16:00 – 17:00 | Module 10: Team Challenge & Presentation

- Develop AI solution based on real workplace scenario
- Presentation & peer feedback

Course Learning Outcomes

Upon completion, participants will be able to:

- Apply AI tools across multiple business functions
- Increase productivity through automation
- Generate high-quality business content efficiently
- Improve decision-making with AI insights
- Implement AI solutions responsibly and effectively

Key Benefits to Organisation

- Reduce manual workload and operational inefficiencies
- Improve communication quality and consistency
- Enhance employee productivity and performance
- Accelerate digital transformation initiatives