



Foundations of AI

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To explain and demonstrate how artificial intelligence (AI) can support and improve professional work environments through practical tools, ethical use, and human-AI collaboration.

What Others Had to Say About this Course...

This course empowers learners with a foundational understanding of artificial intelligence and its relevance to the modern workplace. It equips participants with practical skills for using AI tools to enhance productivity, creativity, and innovation, while reinforcing the importance of critical thinking, ethics, and human judgment in AI-driven environments.

Who Should Attend this Course?

This course will benefit employees across all departments—HR, finance, operations, administration, and support—who wish to harness the power of AI to improve efficiency and output. It is especially useful for professionals new to AI or seeking to develop their digital competency for the future of work.

Outcome

The learners will be able to understand how AI is reshaping the modern workplace and identify the skills needed to stay future-ready. They will gain practical experience using AI tools to improve writing, productivity, and team collaboration. Learners will also critically evaluate AI-generated content for quality and ethics, support innovation within their roles, and make more informed, data-driven decisions.

Duration: Half-Day

Content

Topic	Details
Introduction to AI	• Understanding what artificial intelligence is and how it works • Differentiating between narrow AI and general AI • Recognising real-world applications of AI in daily work • Exploring AI's impact on the modern workplace • Identifying the skills needed for AI readiness
AI in the Modern Workplace	• Exploring how AI enhances productivity and efficiency • Recognising areas where AI can automate repetitive tasks • Understanding AI's role in supporting human judgment and creativity • Adapting to new workplace demands through lifelong learning • Addressing ethical issues such as trust, bias, and transparency
Using AI for Business Writing	• Identifying top AI writing tools and their functions • Enhancing grammar, tone, and clarity with AI support • Crafting effective AI prompts for better output • Reviewing and editing AI-generated writing • Maintaining professionalism and accuracy in communication
Boosting Office Productivity with AI	• Applying AI in project and time management • Using AI to streamline scheduling and workflows • Automating file and document organisation • Leveraging tools for better team coordination • Increasing personal and team efficiency
Driving Innovation and Intrapreneurship with AI	• Exploring the role of AI in company innovation • Understanding how AI supports intrapreneurial thinking • Using AI tools to spot opportunities for improvement • Demonstrating small wins to drive wider adoption • Encouraging ethical and creative use of AI across teams
AI for Decision-Making Support	• Using AI to make more informed, confident decisions • Recognising early warning signs through data analysis • Applying AI insights across different office functions • Supporting team and organisational decision-making • Positioning yourself as a future leader through AI fluency
Evaluating AI Responses	• Understanding how AI tools generate content • Identifying common issues in AI-generated output • Using a checklist to critically assess AI results • Refining AI outputs to meet professional standards • Ensuring ethical, accurate, and contextually appropriate use

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)