

Artificial Intelligence (AI) in Action: From Knowing to Doing

Course outline

Provided by: Performance Management Consultants – PMC Training



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| Reference no. | 296-16 |
| Duration | 0.50 day(s) 3:00 hours ¹ |
| Website link | https://pmctraining.com/training/artificial-intelligence-ai-in-action-from-knowing-to-doing/ |

Build practical skills to use AI tools more effectively in everyday work.

This workshop is for professionals ready to move beyond curiosity and start using artificial intelligence (AI) more confidently in everyday work.

You'll learn how to write better prompts, avoid common pitfalls like bias and hallucination, and apply AI to tasks like writing, summarizing, and problem-solving. Through real-life scenarios and collaborative practice, you'll build the skills to integrate AI effectively and ethically.

Whether you're aiming to work more efficiently or support your team more strategically, this session will help you turn AI from an occasional tool into a trusted assistant.

Learning outcomes

- Apply structured prompting techniques to improve AI output relevance and clarity
- Identify and mitigate common AI issues, including bias, hallucination, and privacy risks
- Analyze repeatable ways AI can support core workplace tasks like writing, summarizing, and brainstorming
- Draft a simple AI adoption plan that includes low-risk pilots and support strategies

Workshop topics

1. Writing Better Prompts

- Key elements of effective prompts for tools like ChatGPT, Copilot, and Gemini
- How to avoid common prompt mistakes
- Using prompt templates to save time and improve clarity

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

2. Managing AI Risks

- Recognizing bias, hallucinations, and privacy concerns in AI tools
- Understanding ethical limits and responsible use
- Knowing what to input — and what to avoid

3. Planning for AI Adoption

- Identifying low-risk, high-value AI use cases
- Drafting a simple personal or team adoption plan
- Building early support from teammates or leaders

Prerequisites

Participants should have a basic understanding of what AI is and how tools like ChatGPT or Copilot can be used in the workplace. Prior experience using these tools is helpful but not required.

Who should attend this course?

This session is for those who already understand the basics of AI and want to expand their skills in using it more confidently and effectively at work.