

Introduction to Artificial Intelligence (AI)

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no. 295-16

Duration 0.50 day(s) | 3:00 hours ¹

Website link <https://pmctraining.com/training/introduction-to-artificial-intelligence-ai/>

Build confidence in understanding AI at work.

Artificial Intelligence (AI) is everywhere and this workshop gives you a clear starting point to understand the basics and start using it in your work.

This interactive workshop is designed for professionals who are new to AI and want to build a solid foundation without technical jargon. Through real-world examples, group discussion, and guided exploration, you'll learn what AI is (and isn't), how it's shaping work, and where it's already showing up in everyday tools.

Whether you're curious or cautious, you'll leave with a clearer view of what AI can do and how to keep learning safely and effectively.

Learning outcomes

- Describe what AI is and how it differs from machine learning and large language models (LLMs)
- Identify common, no-code AI tools used in the workplace
- Recognize simple, everyday AI use cases like writing, summarizing, or brainstorming
- Explain basic ethical concerns like bias and data privacy

Workshop topics

1. Understanding AI Basics

- What AI is—and how it differs from machine learning and large language models (LLMs)
- Common no-code tools like ChatGPT, Copilot, and Gemini
- Real-world examples of AI in everyday work

2. Exploring Simple AI Uses

- Everyday tasks AI can support (e.g. writing, summarizing, brainstorming)
- Recognizing where AI may already be in your workflow

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.

- Limitations and misconceptions about what AI can do

3. Using AI Responsibly

- Key ethical concerns: bias, privacy, and data misuse
- Simple ground rules for safe and responsible use
- Where to go next: building confidence and continuing to learn

Prerequisites

None. This is a foundation level workshop; no technical background is needed.

Who should attend this course?

This session is for anyone who is new to artificial intelligence and wants a clear, beginner-friendly introduction. It's ideal for employees with limited experience in AI who are curious about what it is and how it's starting to shape everyday work.