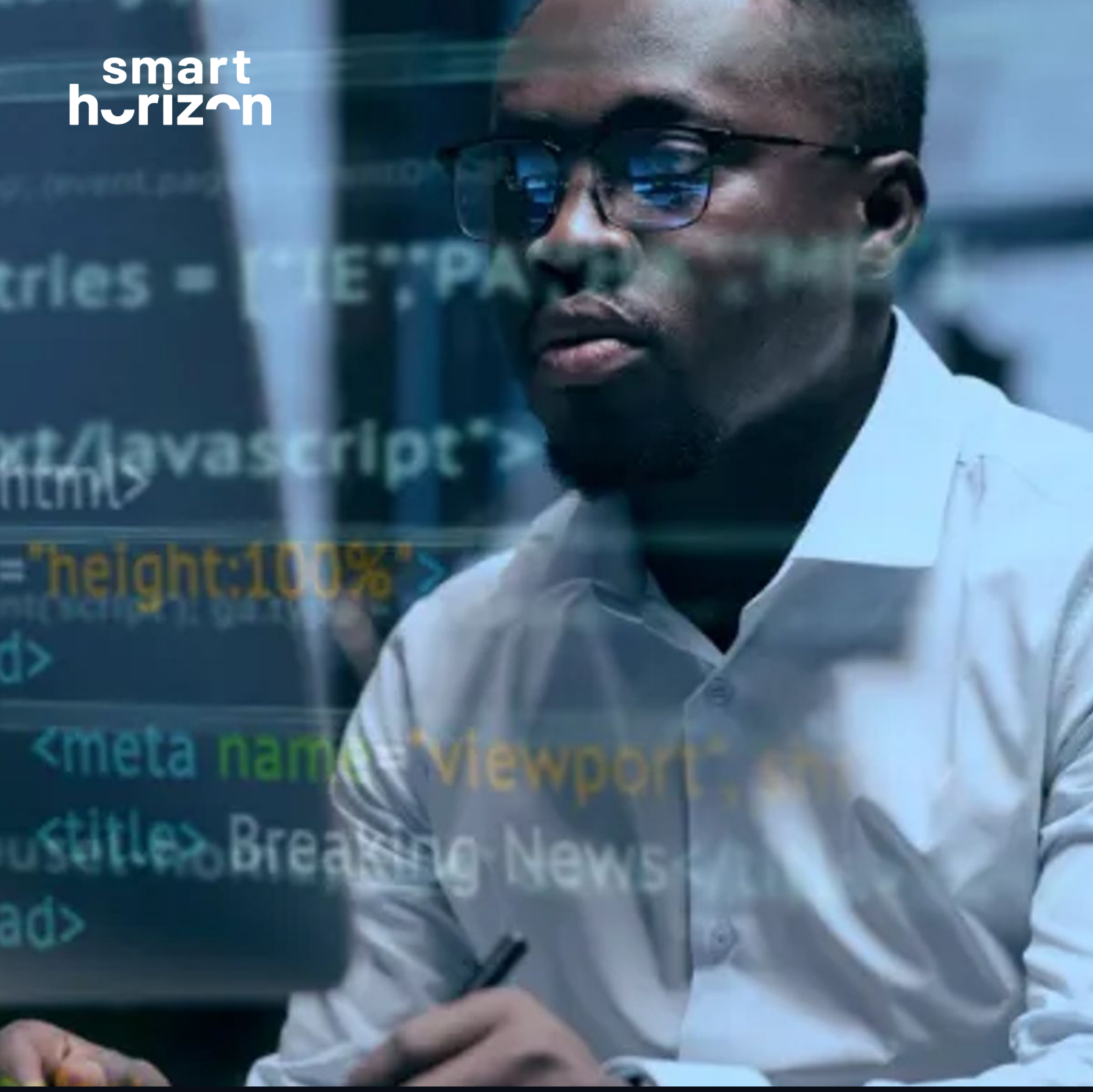


DIGITAL INNOVATION AND TRANSFORMATION | COURSE BROCHURE

# ChatGPT and Generative AI for the Workplace

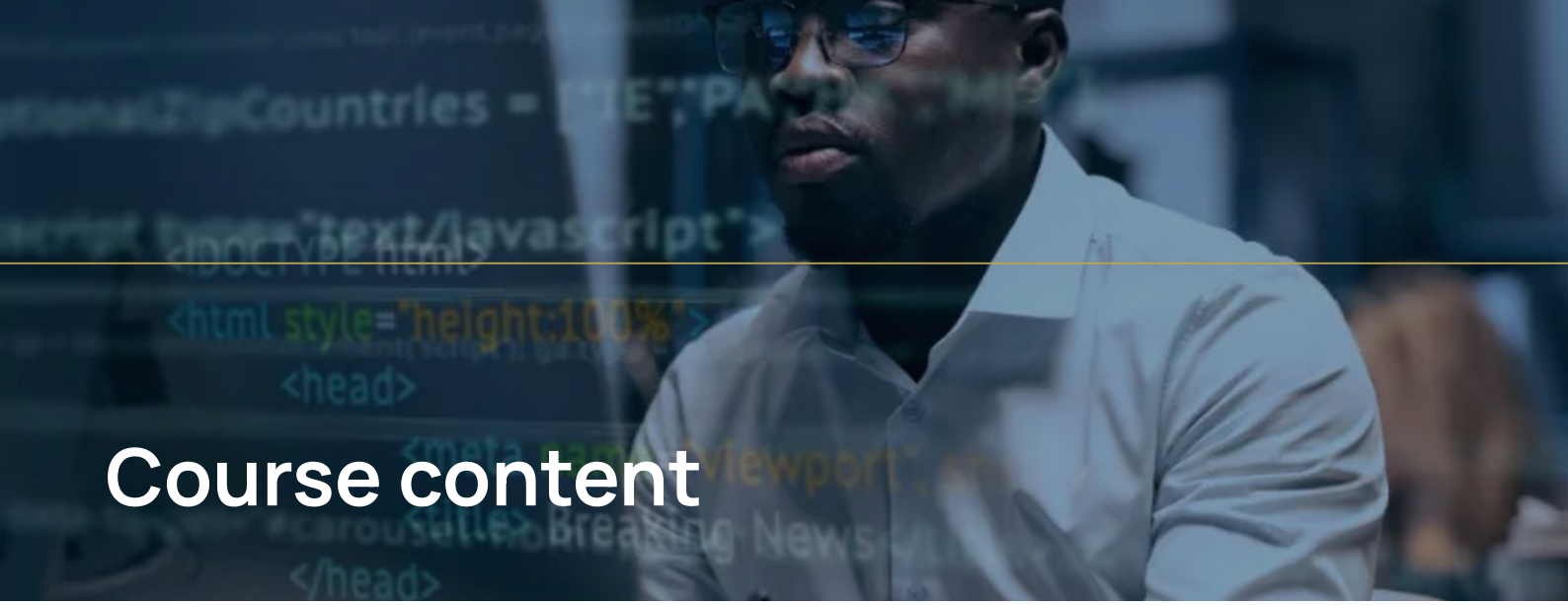
5 days | Classroom training | English

**SMART HORIZON**

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2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

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# Course content

## Why attend

Generative AI is changing how professionals research information, create content, analyze documents, communicate with customers, prepare reports, and manage everyday knowledge work.

Effective workplace use, however, requires more than entering questions into an AI assistant. Professionals need to understand how generative AI works, how to structure prompts, how to evaluate AI-generated information, and when human review is essential.
This ChatGPT and Generative AI for the Workplace course provides practical experience in using AI assistants for business tasks while addressing accuracy, confidentiality, copyright, bias, security, and responsible AI use. Participants will develop reusable prompting techniques and AI-assisted workflows that improve productivity without compromising professional judgment or organizational controls.

## Professional Problems This Course Is Designed to Solve

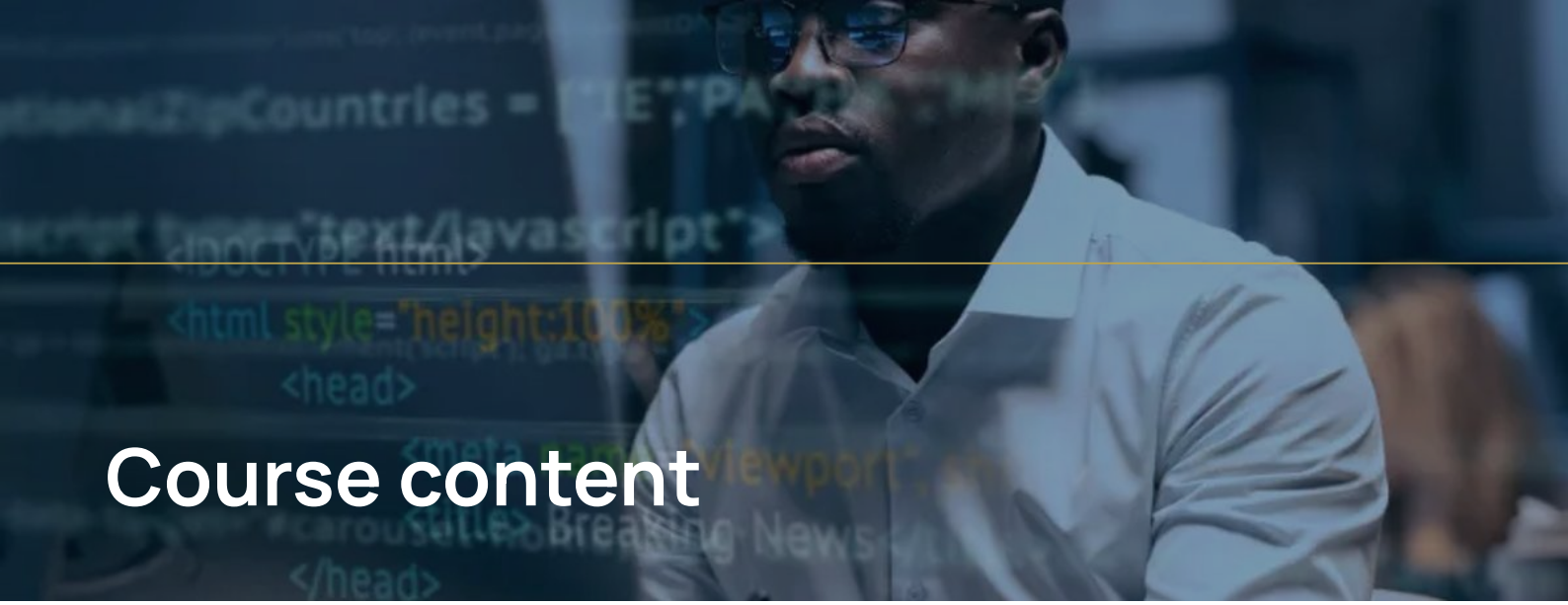
• Time-consuming drafting, summarising and information organisation.
• Inconsistent results from everyday AI-assisted tasks.
• Unclear boundaries for confidential data and human review.

## Course methodology

The course combines instructor demonstrations, guided prompting exercises, workplace scenarios, individual practice, group workshops, output evaluation, and workflow design activities. Participants will work with realistic business tasks such as drafting communications, summarizing documents, analyzing information, preparing reports, brainstorming solutions, and developing reusable AI workflows.

## Course objectives

By the end of this course, participants will be able to:
• Understand how ChatGPT and generative AI support common workplace activities
• Write clear and structured prompts for professional business tasks
• Improve AI responses through context, constraints, examples, and iterative prompting
• Use generative AI for writing, research, summarization, analysis, and problem-solving
• Develop reusable AI-assisted workflows for recurring workplace activities
• Evaluate AI-generated information for accuracy, relevance, bias, and unsupported claims
• Protect confidential, personal, and commercially sensitive information when using AI
• Apply human review and responsible AI principles to workplace use
• Identify business processes where generative AI can deliver measurable productivity improvements



# Course content

## Target audience

Professionals interested in developing skills in this learning area.

## Target competencies

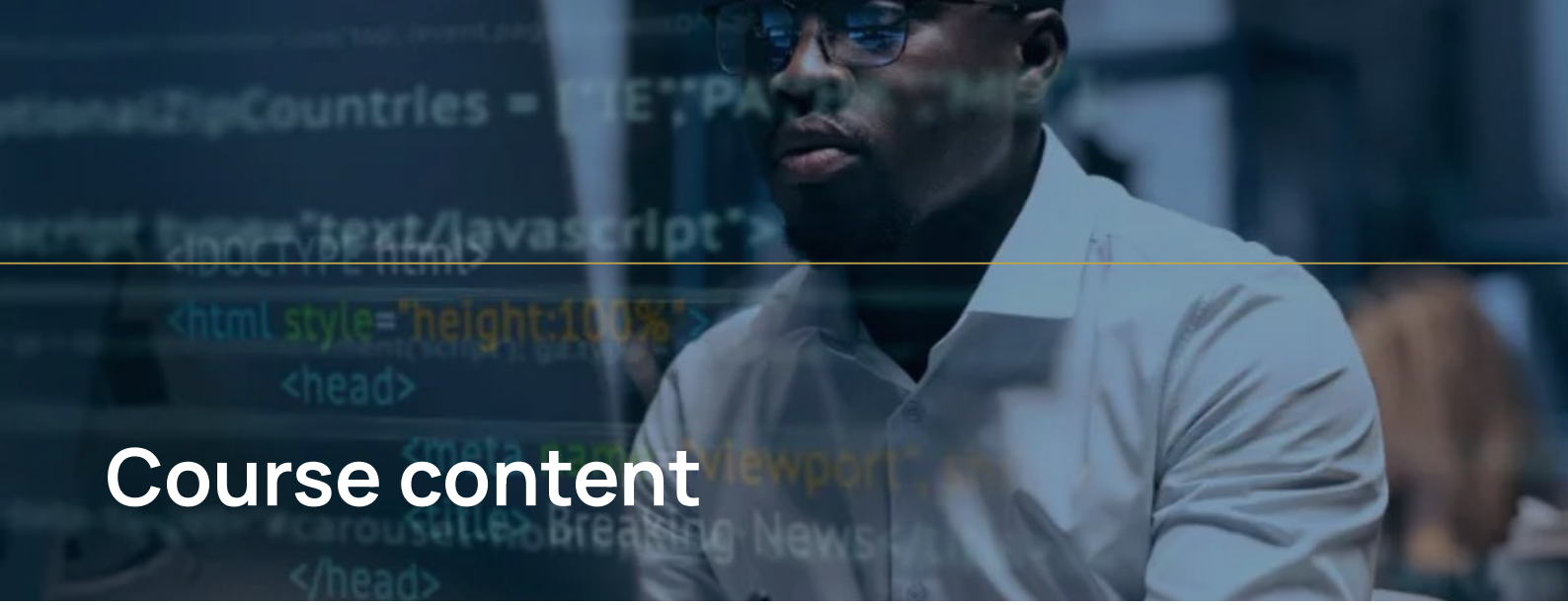
Participants will develop competencies in:

- Generative AI literacy
- Prompt engineering
- AI-assisted writing
- AI-supported research
- Document analysis and summarization
- Business productivity
- AI output evaluation
- Responsible AI use
- Workflow design
- Human-AI collaboration

## Course outline

### Day 1: Generative AI and ChatGPT in Professional Work

| | |
|---|---|
| **09:00–09:45** | Understanding generative AI, large language models, prompts, context, and AI-generated responses |
| **09:45–10:30** | Identifying appropriate workplace applications for ChatGPT and other generative AI assistants |
| **10:30–11:00** | Understanding the difference between AI generation, retrieval, search, reasoning, and traditional automation |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Understanding the difference between AI generation, retrieval, search, reasoning, and traditional automation (continued) |
| **11:45–12:30** | Recognizing hallucinations, outdated information, incomplete answers, and other limitations of AI-generated content |
| **12:30–13:15** | Mapping repetitive knowledge-work activities that can benefit from AI assistance |
| **13:15–14:00** | Practical exercise: Evaluating workplace tasks to determine where generative AI can improve speed, quality, or consistency |



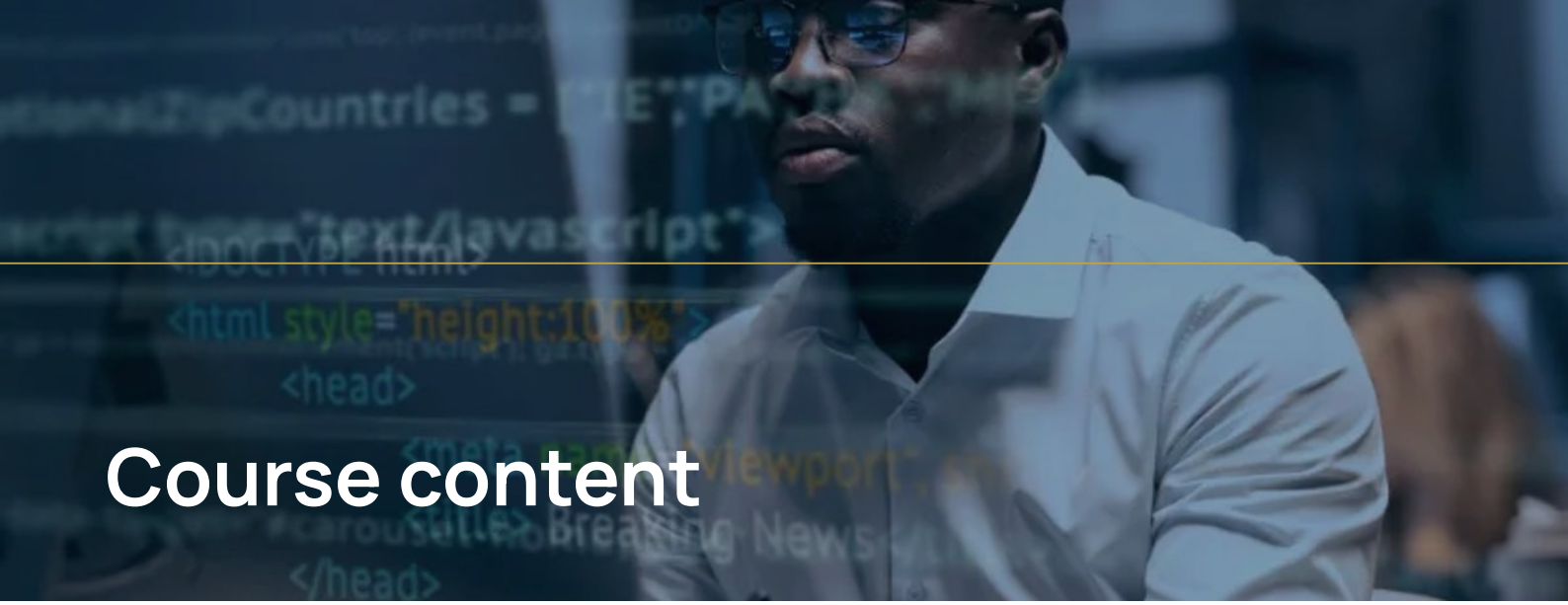
# Course content

## Day 2: Prompt Engineering for Business Productivity

| | |
|---|---|
| 09:00–09:45 | Structuring effective prompts using objectives, context, instructions, constraints, and desired output formats |
| 09:45–10:30 | Using role, audience, tone, examples, and reference information to improve response quality |
| 10:30–11:00 | Breaking complex assignments into manageable prompt sequences and iterative conversations |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Breaking complex assignments into manageable prompt sequences and iterative conversations (continued) |
| 11:45–12:30 | Applying prompt techniques for drafting emails, reports, summaries, proposals, agendas, and business documents |
| 12:30–13:15 | Refining weak AI responses through follow-up instructions, critique, verification, and controlled revision |
| 13:15–14:00 | Prompt workshop: Building a reusable library of prompts for recurring professional responsibilities |

## Day 3: AI-Assisted Research, Analysis and Problem-Solving

| | |
|---|---|
| 09:00–09:45 | Using generative AI to summarize lengthy documents and extract key information, actions, risks, and decisions |
| 09:45–10:30 | Structuring research questions and distinguishing AI-generated answers from verified source-based information |
| 10:30–11:00 | Using AI to compare alternatives, organize qualitative information, classify content, and identify patterns |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Using AI to compare alternatives, organize qualitative information, classify content, and identify patterns (continued) |
| 11:45–12:30 | Applying generative AI to brainstorming, root-cause exploration, scenario development, and decision preparation |
| 12:30–13:15 | Working with tables, structured information, meeting notes, policies, and other business content |
| 13:15–14:00 | Case study: Using AI to analyze a business problem and produce an evidence-focused management briefing |



# Course content

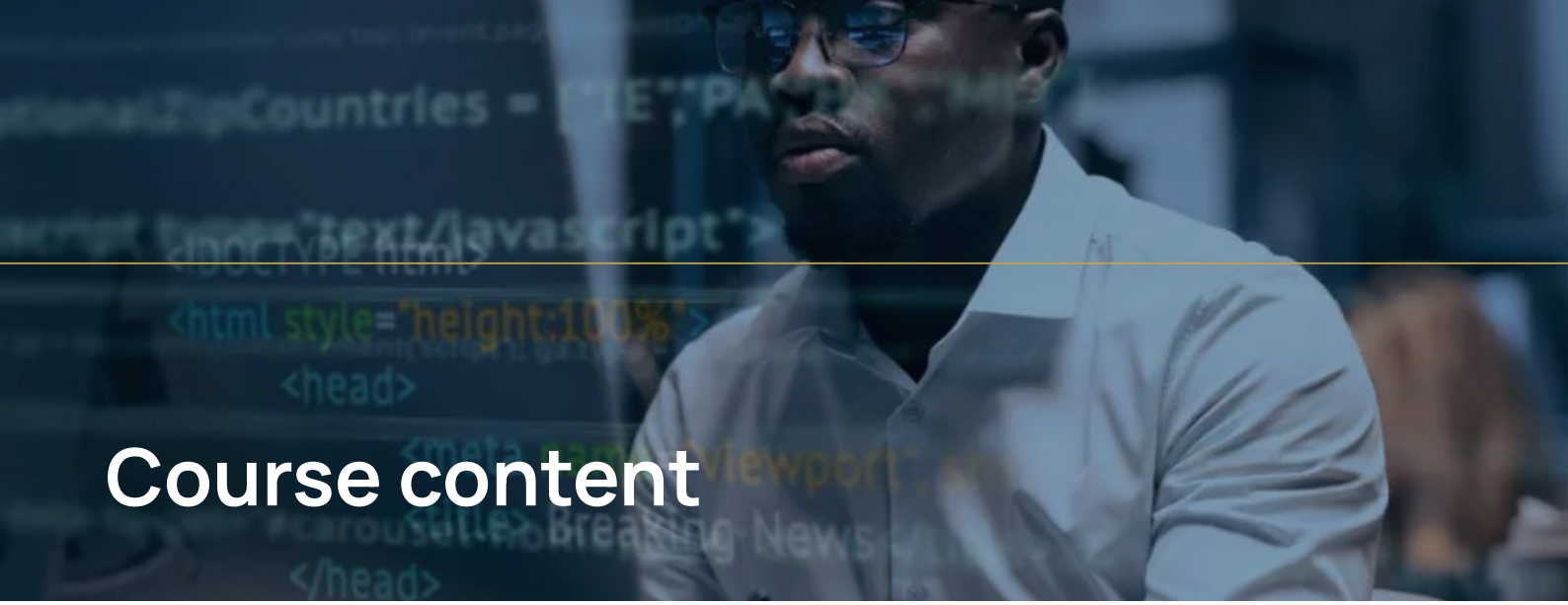
## Day 4: Building Generative AI Workflows for Workplace Functions

| | |
|---|---|
| 09:00–09:45 | Designing AI-assisted workflows that combine human expertise with generative AI capabilities |
| 09:45–10:30 | Applying ChatGPT to HR, administration, marketing, customer service, project management, and operational tasks |
| 10:30–11:00 | Creating reusable templates and standardized prompt workflows for recurring business processes |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Creating reusable templates and standardized prompt workflows for recurring business processes (continued) |
| 11:45–12:30 | Using AI to transform information between formats, audiences, languages, and levels of detail |
| 12:30–13:15 | Identifying opportunities for workflow automation while defining points requiring human approval |
| 13:15–14:00 | Practical workshop: Redesigning a time-consuming workplace process using a structured human-AI workflow |

## Day 5: Responsible AI, Risk Management and Workplace Implementation

| | |
|---|---|
| 09:00–09:45 | Managing confidentiality, personal data, intellectual property, and commercially sensitive information when using generative AI |
| 09:45–10:30 | Identifying risks related to hallucinations, bias, misinformation, overreliance, and inappropriate AI-generated content |
| 10:30–11:00 | Applying fact-checking, source verification, human review, and quality-control procedures to AI outputs |
| 11:00–11:30 | **Coffee break** |
| 11:30–11:45 | Applying fact-checking, source verification, human review, and quality-control procedures to AI outputs (continued) |
| 11:45–12:30 | Establishing practical guidelines for acceptable and responsible workplace use of generative AI |
| 12:30–13:15 | Measuring AI adoption through time savings, output quality, consistency, productivity, and business value |
| 13:15–14:00 | Capstone exercise: Developing a practical Generative AI Workplace Implementation Plan with priority use cases, controls, workflows, and measurable outcomes |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

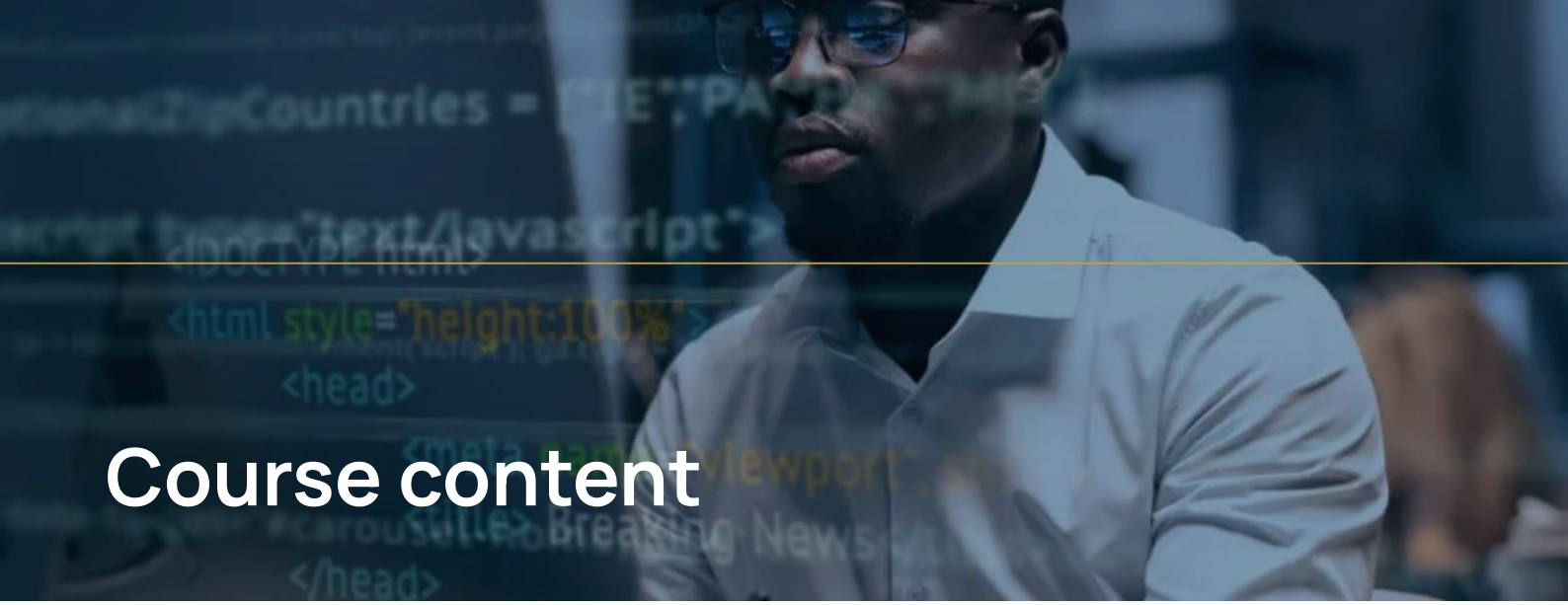


# Course content

## Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

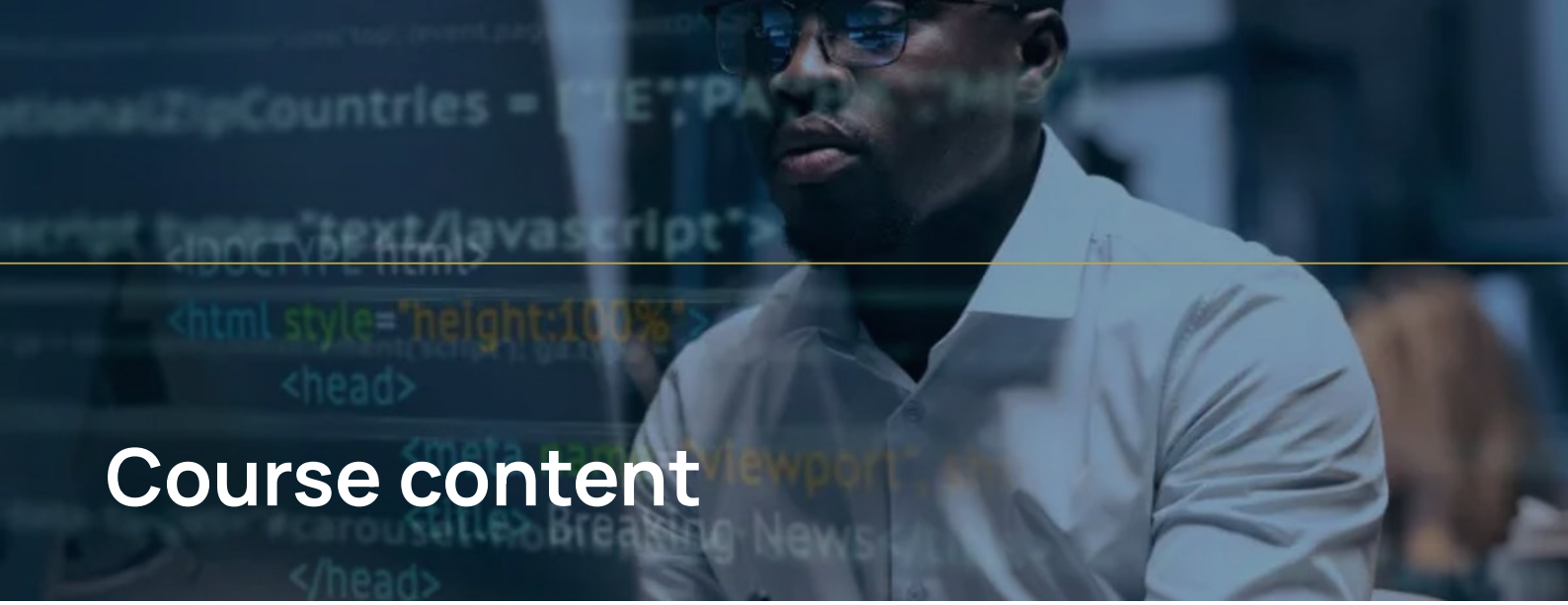
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Istanbul<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£2,650.–** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **£2,540.–** |
| Online<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **£1,250.–** |
| Singapore<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£2,820.–** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **£1,250.–** |
| London<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£2,450.–** |
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **£1,250.–** |
| Dubai<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **£3,150.–** |



# Course content

## Dates, venues and fees (continued)

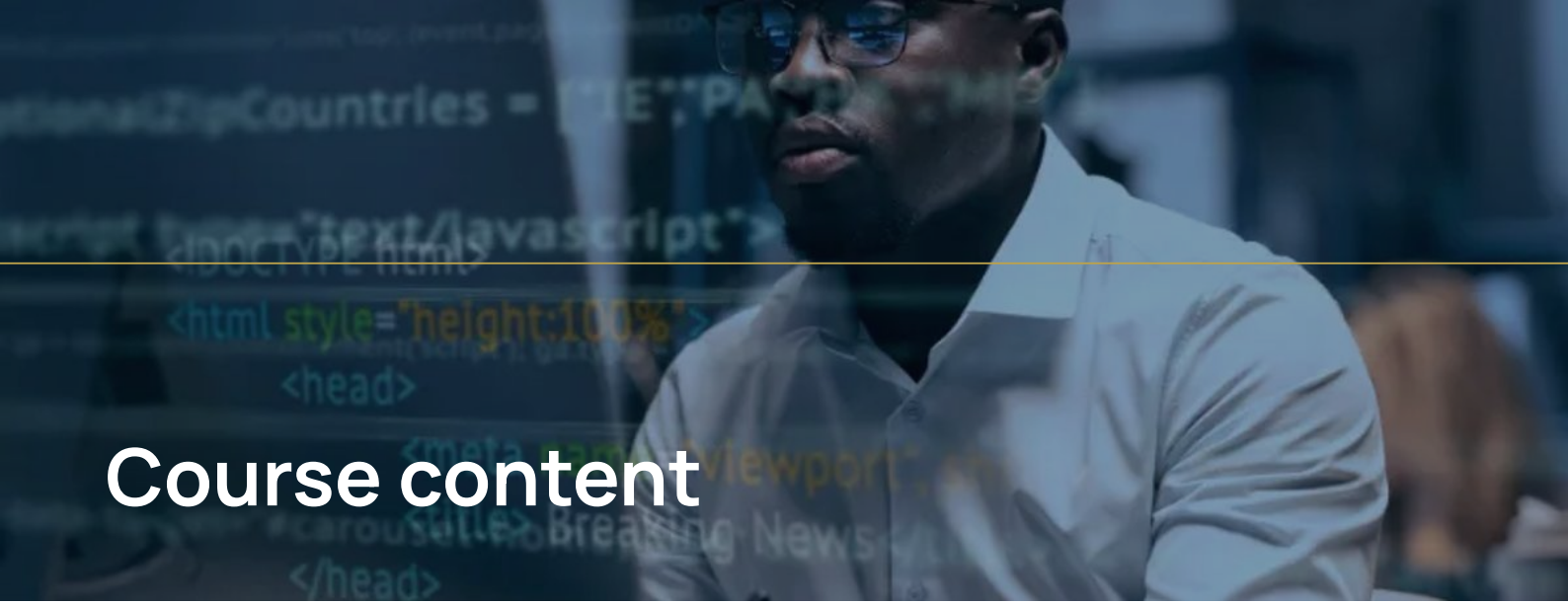
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **£1,250.–** |
| Vienna<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£2,940.–** |
| Online<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

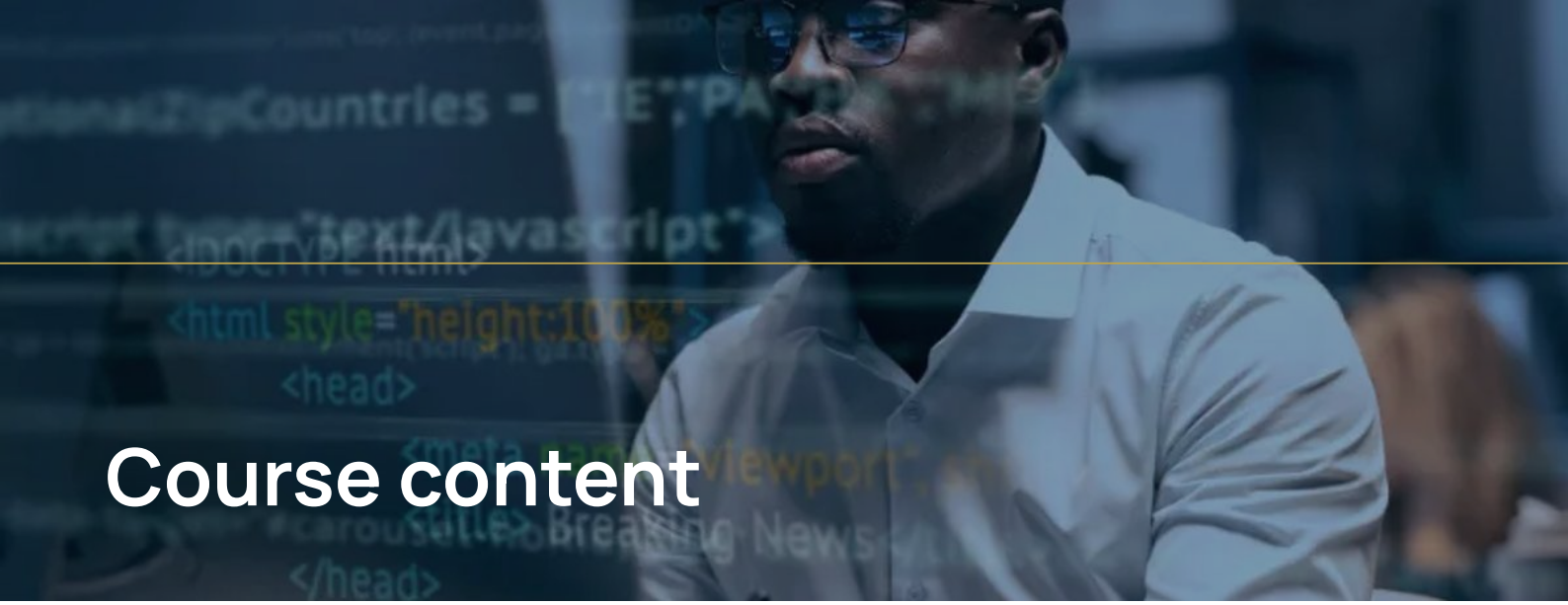
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Istanbul<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **£1,250.-** |
| London<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£2,450.-** |



# Course content

## Dates, venues and fees (continued)

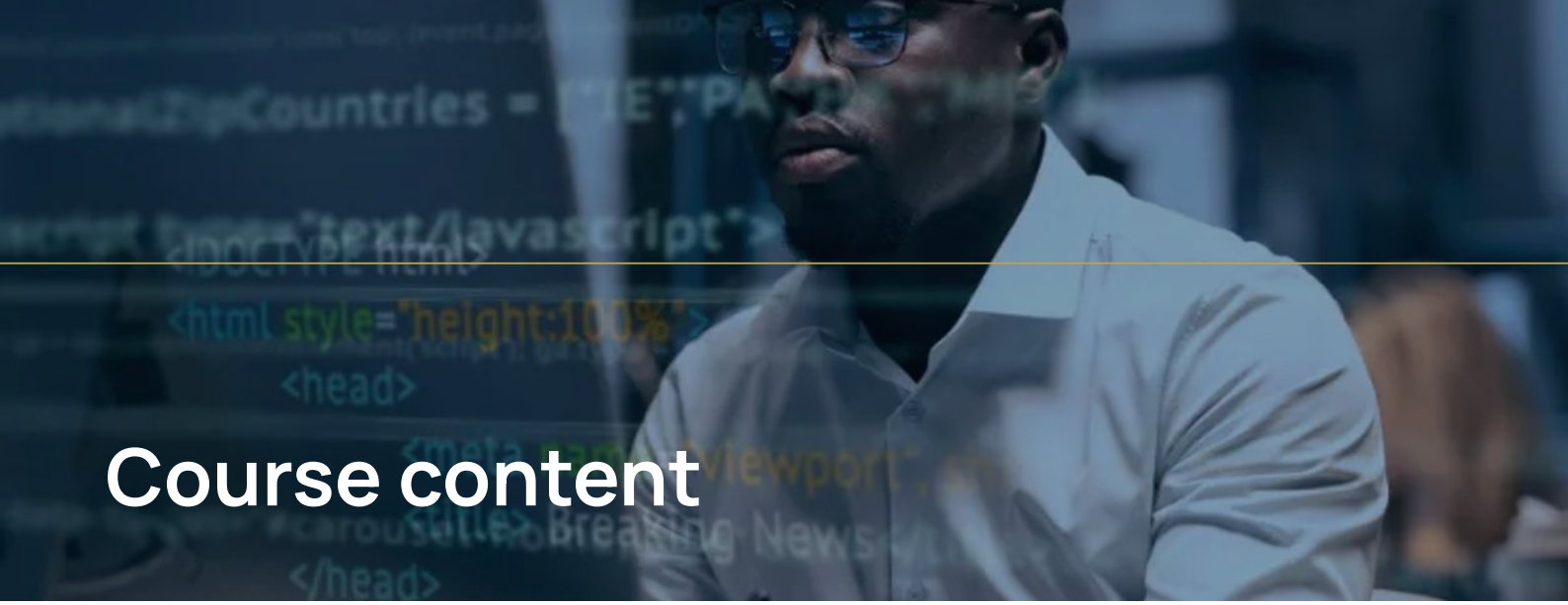
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **£1,250.–** |
| Dubai<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **£3,150.–** |
| Online<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **£1,250.–** |
| Barcelona<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£2,840.–** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **£1,250.–** |
| Frankfurt<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **£1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **£1,250.–** |



# Course content

## Dates, venues and fees (continued)

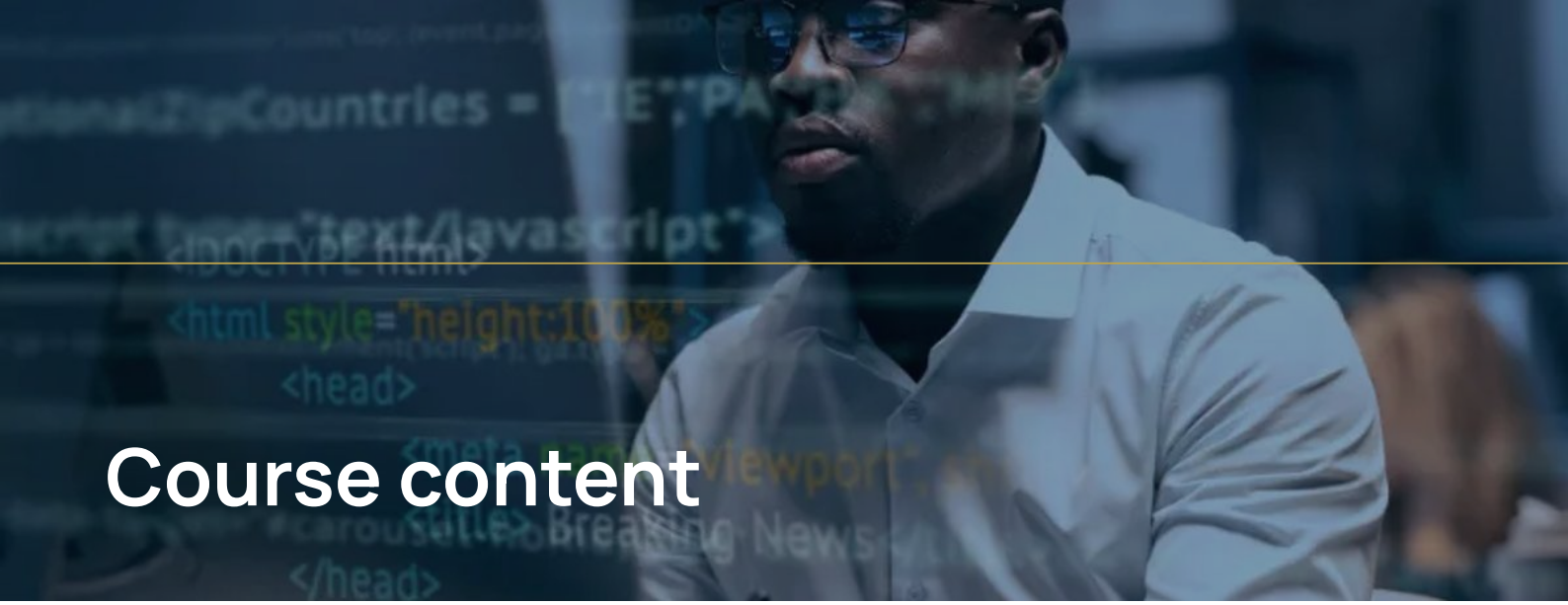
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Paris<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£2,860.-** |
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **£1,250.-** |
| Istanbul<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **£1,250.-** |
| Cape Town<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£1,890.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **£1,250.-** |
| Amsterdam<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£2,540.-** |
| Online<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£2,820.-** |



# Course content

## Dates, venues and fees (continued)

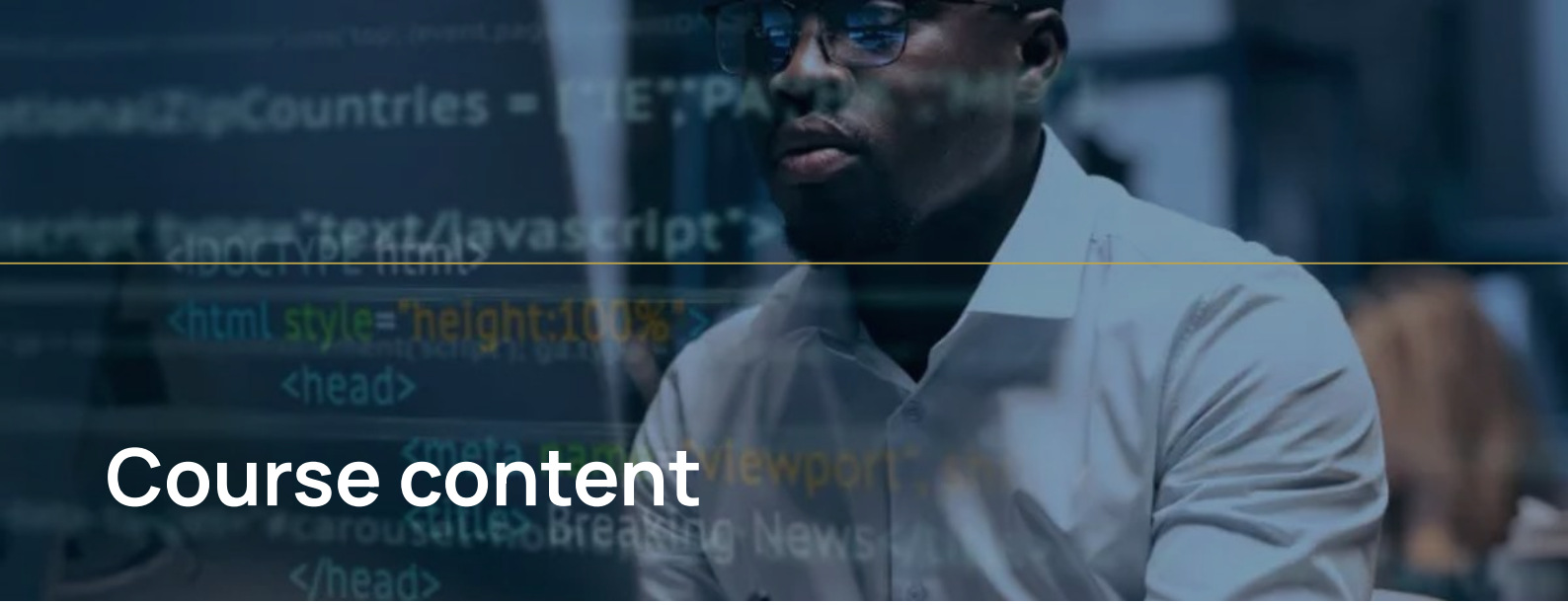
| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **£1,250.-** |
| London<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **£1,250.-** |
| Dubai<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£3,150.-** |
| Online<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **£1,250.-** |
| Frankfurt<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£2,650.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **£1,250.-** |
| Rome<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **£1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Kuala Lumpur<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£1,450.–** |
| Online<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **£1,250.–** |
| Paris<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£2,860.–** |
| Online<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **£1,250.–** |
| Istanbul<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£2,650.–** |
| Online<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **£1,250.–** |
| Cape Town<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£1,890.–** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **£1,250.–** |
| Amsterdam<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **£2,540.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (GBP) |
|---|---|---|---|
| Online<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **£1,250.-** |
| Singapore<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£2,820.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **£1,250.-** |
| London<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£2,450.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **£1,250.-** |

## Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

## Contact Smart Horizon

info@smart-horizon.eu
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

View the latest course details online