

AI Essentials and Effective Prompting

Course Code

AI001

Duration

0.5 Day

Format

Classroom | Virtual

Overview

This course is designed to introduce end users to the world of Artificial Intelligence, focusing specifically on how to use popular AI tools like ChatGPT, Google Gemini and Microsoft Copilot. Delegates will gain a solid understanding of what AI is, how it has evolved and how to get meaningful results through well-crafted prompts. This course is interactive, with demos and practical hands-on exercises.

Objectives

By the end of this course, delegates should be able to understand the basic concepts of Artificial Intelligence; craft clear and specific prompts to generate better responses from AI tools; demonstrate how to use ChatGPT, Gemini and Copilot for basic tasks like writing emails, generating summaries or creating formulas; and recognise the ethical considerations and limitations of AI.

Content

Lesson 1: Introduction to AI

- What is Artificial Intelligence?
- Narrow AI vs General AI
- A brief history of AI – Machine Learning, Deep Learning, Generative AI
- Real-world AI Examples

Lesson 2: Crafting an Effective Prompt

- What is a Prompt?
- Types of Prompts
- How to Craft an Effective Prompt
- Prompt Examples

Lesson 3: Exploring the AI Tools

- Explore ChatGPT (OpenAI)
- Explore Gemini (Google)
- Explore Copilot (Microsoft)

Lesson 4: Ethical Considerations and Limitations of AI

Prerequisites

It is assumed that delegates on this course are familiar with Microsoft Windows and using a web browser.

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- Recognise the Ethical Implications and Limitations of AI including:-

- o Hallucinations
- o Bias and Fairness
- o Transparency and Accountability

Privacy and Data Use