COURSE SYLLABUS

AI for Business Workflows

This interactive course is designed to establish a shared baseline of AI understanding across your team, regardless of current experience level.

For more information, visit
https://www.creativelive.com/classes/ai-business-workflows



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Course Outline

Section 1

Welcome, Level-Set & Establishing Baseline

- Team introductions and expectations
- Experience-level poll
- Common examples of AI already used in everyday work
- What generative AI is
- How AI learns patterns from data

The Lean Tool Mindset

- AI as a force multiplier
- The modern workload challenge
- Everyday tasks AI can support
- Identifying strong candidate tasks for AI
- The lean parallel: reducing waste in knowledge work

Prompt Engineering: How to Talk to AI

- The RACE Framework: Role, Action, Context, Expectations
- Building a prompt step by step
- Using your team's primary AI tool
- Continuing a conversation vs. starting fresh
- Why verification always matters

Hands-On Practice & Session 1 Wrap-Up

- Write a RACE prompt for a real work task
- Test prompts in your AI tool
- Group debrief and discussion
- Review key takeaways
- Preview Session 2

Section 2

Quick Refresh & Tool Overview

- Recap Session 1 concepts
- Check in on AI use between sessions
- Overview of your organization's AI toolkit
- Strengths and differences between tools
- When to use each tool

Live Demos: Your Primary AI Tool in Action

- Drafting emails and adjusting tone
- Simplifying language for different audiences
- Summarizing meetings and documents
- Extracting decisions, action items, and deadlines
- Generating data insights from a dataset

Live Demos: Specialized AI Applications

- Financial modeling and analytical work
- Data analysis and formula building
- Debugging complex models or analysis
- Handling what-if scenarios and multi-step logic
- Using transparent reasoning to verify results

Safety, Ethics & Practical Guardrails

- Data privacy essentials
- What not to share in AI tools
- Understanding personally identifiable information (PII)
- Safe prompting practices
- Practical dos and don'ts for your organization

Application Exercise & Wrap-Up

- Use AI to solve a real work problem
- Identify a task that fits the lean criteria
- Group share on outcomes and surprises
- Course summary and key takeaways
- Next steps for continued skill building