

Introduction to AI

Introduction

Generative AI is rapidly transforming the way we work, helping us save time, spark creativity, and solve problems more effectively. This introductory course is designed to help you explore the possibilities of AI in a supportive, hands-on environment.

You'll learn how Generative AI works, discover practical workplace applications, and build confidence through interactive exercises that allow you to apply what you've learned straight away. Whether you're completely new to AI or simply curious about its potential, this course will provide a welcoming and practical starting point for your journey.

Ideal for employees, team leaders and individuals that may have used a generative AI tool but have limited use of the tool.

Aims

- Identify what artificial intelligence is and understand how AI learns.
- Choose and apply at least two AI tools to workplace tasks. Choosing an appropriate tool to suit the task.
- Understand some basic laws that govern AI use in the UK.
- Write prompts, iterate the responses and ensure that the data is accurate.
- Evaluate what types of bias can impact your AI work and how to identify it.
- Understand and be able to evaluate/judge how an AI system can benefit your organisation.

Objectives

- **What is AI?** Define AI and some of the basic uses of AI.
- **Identify a number of AI tools:** ChatGPT, Copilot, Claude AI and Notebook AI. The focus will be on Claude AI.
- **Where is AI being used:** Identify some key areas that AI is being used in the workplace, templates, image generation and data sorting
- **Benefits & opportunities:** Saving time, reducing error, supporting decision-making, innovation
- **Identifying chat history:** Looking at how public interfaces work vs paid and private variations
- **Writing clear prompts and instructions:** Explain what a prompt is, identify how to iterate outputs and combine human oversight to ensure that the AI tool has delivered a suitable document, answer, analysis of data or image.
- **Identify when AI use is appropriate and when it's not:** EU AI Act, Equality Act and GDPR.
- **Understanding accuracy and reliability:** Explain what AI drift is, representation bias, hallucinations and artifacts. How to ensure these are checked, eliminated and the organisation remains compliant.

Requirements:

- Delegates will need to bring a laptop to the session and feel comfortable to access Chat GPT and Claude through their web browser. The course is highly interactive.
- For access to Copilot, delegates will need access to Microsoft products. If you do not have this another AI tool can be used instead.

Duration: 1 Day Course

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