

14 hours **ZOOM & PHYSICAL** Program

PRACTICAL AI FOR OFFICE PROFESSIONALS: **Prompt Engineering, Communication & Document Mastery**



HYBRID TRAINING

25 & 26 Nov 2026 (Wed & Thu)

Remote Online Training (Zoom) &
Dorsett Grand Subang Hotel,
Selangor (Physical)

**** Choose either Zoom OR Physical Session**



100% HRDC CLAIMABLE

LEARNING OBJECTIVES

By the end of this program, participants will be able to:

1. **Select the Right Tool:** Distinguish tasks suitable for generative AI from those requiring search, spreadsheet calculations, or direct human judgement.
2. **Write Effective Prompts:** Structure workplace prompts with clear context, operational constraints, and specific output formats.
3. **Anchor AI to Source Documents:** Restrict AI responses strictly to supplied files and guidelines to ensure factual accuracy and avoid invented details.
4. **Protect Confidential Data:** Apply data masking techniques to redact personal, customer, and sensitive company information before prompting.
5. **Triage and Draft Communications:** Analyze multi-message email threads, isolate operational issues, and draft appropriate internal memos and client responses.
6. **Generate Meeting Minutes:** Convert unstructured meeting notes and transcripts into standardized minutes and owner-assigned action registers.
7. **Compare Workplace Documents:** Cross-examine proposals, service level agreements, and policies to identify discrepancies, gaps, and risks.

TARGET AUDIENCE

Working professionals across administration, HR, finance, procurement, project management (PMO), operations, customer support, and general corporate services.

CORE SOFTWARE TOOLSET

ChatGPT or Gemini alongside Microsoft 365 (Word, Outlook, Teams, OneDrive) OR Google Workspace (Docs, Gmail, Google Meet, Google Drive).

REGISTER 3 PAX, FREE 1 SEAT



COURSE OVERVIEW

This 2-day intensive masterclass is purposefully designed to take office professionals from foundational prompt construction to enhanced workplace communication and document transformation. The curriculum forms a seamless, compounding learning progression:

Course Purpose

This two-day hands-on course equips office professionals with practical, job-ready skills to use ChatGPT or Gemini safely and effectively in their daily work.

On Day 1, participants build a strong foundation in prompt engineering. They learn to structure clear instructions, anchor AI responses strictly to provided workplace documents, protect confidential data, and verify outputs for accuracy.

On Day 2, participants apply these skills directly to core office workflows. They learn to deconstruct complex email threads, transform raw meeting discussions into formal minutes and action registers, compare multi-source vendor agreements, and draft concise executive briefs.

Technical, Facility & Security Requirements

- **Hardware:** One internet-enabled laptop per participant with functional browser access (Google Chrome or Microsoft Edge).
- **AI Platform Access:** An active account on **ChatGPT** (Plus or Team recommended; Free tier supported) or **Google Gemini** (Advanced or Workspace recommended; Free tier supported).

Note: Paid tiers are strongly encouraged to prevent hourly rate limits, file upload restrictions, and untimely session interruptions during hands-on exercises.

- **Office Productivity Track:** Microsoft 365 (Word, OneDrive, Outlook/Teams) OR Google Workspace (Docs, Drive, Gmail/Meet).
- **Data Security Policy:** All exercise source materials are 100% fictionalized and pre-sanitized by the trainer. Participants are strictly instructed NEVER to paste live customer data, employee records, proprietary pricing, or confidential trade information during class exercises.

Program Delivery Style

Lectures / Group Discussion / Practical Activities

(Structured as 25% interactive lecture and demonstration, 60% hands-on laptop lab practice and prompt execution, and 15% peer review, audit discussion, and workplace transfer planning).

COURSE CONTENT

Day 1: Applied Generative AI Foundations & Prompt Engineering

Time	Min	Module & Subject Matter	Hands-On Activity
09:00 - 09:30	30	Orientation, Learning Contract & Diagnostic Course scope, privacy rules, baseline survey	Baseline prompt diagnostic and personal productivity goal.
09:30 - 10:30	60	Module 1: Foundations & Task Suitability - LLM mechanics: prediction vs. reasoning - Probabilistic behavior and blind spots	Activity 1: The Office AI Task Selection Challenge
10:30 - 10:45	15	Morning Refreshment Break	—
10:45 - 12:15	90	Module 2: Structured Prompt Engineering Architecture - The C-T-I-C-F framework - Controlling persona, tone, constraints, format	Activity 2: Business Prompt Repair Clinic
12:15 - 13:00	45	Module 3: Source Grounding & Text Extraction (Part 1) - Feeding supplied text; zero-shot vs. few-shot - Handling missing information without guessing	Activity 3A: Policy Ingestion & Q&A Extraction
13:00 - 14:00	60	Lunch Break	—

COURSE CONTENT

Continue from Day 1...

Time	Min	Module & Subject Matter	Hands-On Activity
14:00 - 14:45	45	Module 3: Source Grounding & Tabular Data (Part 2) • Ingesting mixed text & tabular documents • Separating observations from inferences	Activity 3B: Tabular Data Ingestion & Limitations Analysis
14:45 - 15:30	45	Module 4: Responsible AI, Data Privacy & Auditing • PII masking protocols ('Strip Before You Ship') • Hallucination catching & the F.A.C.T. check	Activity 4: The Workplace Red Flag Tribunal
15:30 - 15:45	15	Afternoon Refreshment Break	—
15:45 - 16:40	55	Module 5: Workplace Prompt Toolkit Capstone • Building role-specific prompt templates • Peer stress-testing and calibration	Activity 5: Workplace Prompt Toolkit Build
16:40 - 17:00	20	Day 2 Bridge • Day 1 review & bridge to workplace communication	Day 1 Knowledge Check & Day 2 Setup.

COURSE CONTENT

Day 2: AI for Communication, Documents and Meetings

Time	Min	Module & Subject Matter	Hands-On Activity & Output
09:00 - 09:30	30	Day 1 Recall & Workplace Ingestion Setup - Review C-T-I-C-F model & data masking rules - Setting up the Day 2 document workspace	Pre-Test Exercise: Baseline email triage challenge.
09:30 - 10:30	60	Module 6: Strategic Email Intelligence & Triage - Thread deconstruction and root issue extraction - Audience tone shifting: diplomatic vs. assertive	Activity 6: High-Stakes Email Triage & Resolution
10:30 - 10:45	15	Morning Refreshment Break	—
10:45 - 12:15	90	Module 7: Meeting Intelligence & Action Architecture - Structuring unstructured transcripts and raw notes - Disentangling discussion, consensus, and dissent	Activity 7: Unstructured Transcript to Minutes & Action Register
12:15 - 13:00	45	Module 8: Multi-Document Comparison (Part 1) - Prompt patterns for cross-document ingestion - Aligning terms across competing document versions	Activity 8A: Document Alignment & Clause Mapping
13:00 - 14:00	60	Lunch Break	—

COURSE CONTENT

Continue from Day 2...

Time	Min	Module & Subject Matter	Hands-On Activity & Output
14:00 - 14:45	45	Module 8: Multi-Document Comparison (Part 2) - Catching silent omissions, scope creep, and conflicts - Formulating clarification questions for legal/procurement	Activity 8B: Discrepancy & Risk Detection Tribunal
14:45 - 15:30	45	Module 9: Multi-Step Prompt Chaining for Executive Briefs Avoiding single-prompt overload on long texts	Activity 9: The 3-Stage Executive Brief Chain
15:30 - 15:45	15	Afternoon Refreshment Break	—
15:45 - 16:40	55	Module 10: Integrated Communication Capstone - Role-specific documentation pack assembly - Cross-peer verification and audit sign-off	Activity 10: Corporate Communication & Documentation Pack
16:40 - 17:00	20	Final Assessment & Workplace Commitment 2-Day masterclass competency evaluation - Next-day workplace application commitment	Signed Transfer Commitment Sheet & Masterclass Sign-Off.