

AI Skills for the Modern Professional

Prompting, Workflows, RAG & Responsible Use

A practical course for professionals who need to use AI effectively at work — from prompting and tool selection to workflow design, organisational data intelligence, and responsible governance.

5

Modules spanning AI fluency, tools, workflows, RAG, and responsible professional use

Work

Focused — every skill taught is grounded in real professional and business tasks

RAG

Included — understand retrieval-augmented generation and how it powers grounded AI

Day 1

Ready — tools, prompts, and frameworks applicable from the first lesson onwards

Generative AI & Responsible Use

Professional Tools

Business Workflows

RAG & Organisational AI

WHO THIS COURSE IS FOR



Knowledge Workers & Managers



Marketing, Sales & Ops Professionals



Executive Assistants & Admin Leads



Teams Adopting AI at Work

Five Modules. One Complete Professional Skill Set.

01 Generative AI & Responsible Use

- What Generative AI Is**
Practical definition, LLM fundamentals, and multimodal capabilities for professionals.
- Prompting & Failure Modes**
Five prompt elements, hallucination, bias, overconfidence, and responsible habits.
- The Evolving Role**
How the professional role shifts when AI assists — accountability stays with the human.

02 Practical AI Tools for Work

- Copilot & Gemini**
Embedded AI across Outlook, Teams, Word, Gmail, Docs — inside your existing workflow.
- Agentic Tools & Vibe Coding**
Manus, Genspark, Lovable, Bolt — agents that act and tools that build apps from language.
- AI Workflow Automation**
AI-enabled tools that classify, summarise, extract, and route semi-structured information.

03 AI for Business Workflows

- Marketing & Content Workflows**
Scenario → tool selection → prompt templates → validation across the content cycle.
- Admin & Workflows**
Research briefs, meeting summaries, action extraction, executive briefing notes.
- Sales & Business Development**
Account research, personalised outreach, competitor scans, and proposal drafting.

04 RAG for Professionals: Working with Organisational Data

- What RAG Means in Business**
Retrieval-Augmented Generation — grounding AI in your organisation's trusted sources instead of general model knowledge.
- Data Readiness & Deep Analysis**
Quality, freshness, definitions, and structure — the preconditions for reliable AI-assisted analysis.
- From RAG to Governed Systems — AKE**
Access control, traceability, orchestration, memory, and DEN Agentic AI's AKE as a governed intelligence layer.

05 Human Judgment, Privacy & Responsible AI Use

- Bias, Hallucination & Overconfidence**
Recognising when AI output is polished but unreliable — practical habits for catching errors before they cause professional damage.
- Privacy, Data & Safe Sharing**
Regulatory exposure (GDPR, CCPA), client confidentiality, and the self-check questions professionals must apply.
- Accountability & Team Norms**
Who is responsible for AI-assisted outputs — escalation thresholds, quality standards, and professional ownership.

THREE PROFESSIONAL PRINCIPLES

AI Rows — You Steer

AI accelerates drafting, research, and analysis. The knowledge worker decides direction, manages quality, and remains responsible for outcomes.

Grounding Changes Everything

General AI answers from pattern — grounded AI answers from your organisation's actual policies, documents, and data.

Validate Before You Rely

Every AI-assisted output needs review. Fluency and completeness are not the same as accuracy and accountability.

WHAT YOU LEAVE WITH

- Strong prompting skills and a practical AI tool selection framework
- Ready-to-use workflow models for marketing, admin, and sales
- Understanding of RAG and how grounded AI differs from general tools
- Privacy habits and a responsible AI framework for professional use
- Ability to evaluate and govern agentic tools and vibe coding
- Professional judgment for when AI is enough — and when it is not