AI Prompting-Copilot (TOS-PRCO)

Cursusduur: 1 Dag **Cursuscode: M-TOSPRCO** **Trainingsmethode: Virtual Learning**

Beschrijving:

This Copilot training course delivers a technically grounded introduction to GPT-based AI systems designed for enterprise and professional environments, with emphasis on model architecture concepts, generative AI capabilities, and real-world workflow integration. Participants explore how large language models process and generate text, examine the functional scope and constraints of Copilot Chat, and apply structured prompt-engineering frameworks to optimize output quality, relevance, and consistency. The curriculum extends beyond basic usage to address AI-assisted business communication, knowledge management, and customer service models, highlighting human-in-the-loop collaboration, quality control mechanisms, and decision-support use cases. A dedicated focus on AI ethics and bias mitigation equips learners with governance-oriented strategies, such as verification protocols, contextual prompting, and oversight practices, ensuring responsible deployment at scale. This course is designed to help technical and non-technical stakeholders alike evaluate, implement, and manage Copilot-enabled solutions with confidence, rigor, and operational impact.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Doelgroep:

This course is designed to help technical and non-technical stakeholders alike evaluate, implement, and manage Copilot-enabled solutions with confidence, rigor, and operational impact

Doelstelling:

- **In this course participants will learn:**
- A foundational understanding of AI and GPT-based tools such as Copilot?
- Practical skills in writing clear, effective prompts to guide AI output
- Experience using Copilot for professional communication and collaboration?
- The ability to evaluate AI-generated content for accuracy, clarity, and tone?
- Awareness of ethical considerations and bias in AI-assisted work?
- Confidence applying AI tools responsibly within everyday workflows?

Vereiste kennis en vaardigheden:

Basic computer skills.

Examens en certificering

Vervolgcursussen:

None

Cursusinhoud:

Module 1: Understanding AI GPT Based Tools

- Introduction: AI in Contemporary Society
- Key definitions, historical evolution, and current applications across industries.
- Foundations of Generative AI and GPT Models
- Model architecture overview, training concepts, and limitations.
- Overview of AI Platform (Copilot ChatGPT)
- Analysis of capabilities, suitability for tasks, and real-world usage contexts.
- Integrating AI into Professional Workflows
- Practical considerations, productivity enhancement, and decision-support potential.
- Summary and Conceptual Takeaways
- Reinforcement of terminology and essential model characteristics.

Module 2: The Power of Prompt Engineering

- Introduction to Prompt Engineering Principles
- Why prompts matter; relationship between user intent and AI interpretation.
- Structure of Effective Prompts
- Role definition, constraints, tone guidance, and contextual detail.
- Analytical Review: Good vs. Poor Prompt Characteristics
- Theory-based examples (no live demonstration); analysis of clarity, specificity, and utility.
- Prompt Revision Framework
- Guidelines for systematic refinement to improve results.
- Lecture Summary and Preparation for Lab
- Overview of how learned principles will be applied.

Module 3: Copilot Chat for Business Communication Collaboration

- Copilot Chat Assistance for Team Workflows
- Meeting summaries, documentation support, and knowledge-base structuring.
- Copilot Chat in Customer Service Theory
- Ticket categorization, conversational tone guidelines, escalation logic.
- Human-AI Collaboration Model
- When to rely on AI, when humans intervene, and strategies for quality assurance.
- Lecture Review and Lab Preparation
- Outline of how theoretical concepts translate into simulated activities.

Module 4: Ethics Bias Awareness in Copilot Chat

- Introduction to AI Ethics for Copilot Chat
- Fairness, accountability, transparency frameworks, and privacy considerations.
- Understanding AI Bias related to use of Copilot Chat
- How training data, model design, and context influence biased results.
- Case Study Analysis (Conceptual Only)
- Review written examples of biased outputs; theoretical root-cause identification.
- Bias Mitigation Strategies
- Verification protocols, prompt techniques, and oversight mechanisms.
- Recap and Preparation for Lab
- How lab activities will reinforce ethical evaluation skills.

Extra informatie:

*Labs must be purchased from the lab provider.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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