Work smarter with AI

Duration: 1 Day Course Code: M-AI3025 Delivery Method: Virtual Learning

Overview:

AI is changing how everyday work gets done — helping people find information, make sense of it, create content, and move work forward.This course introduces business users to AI at work.

You'll explore what AI is and what it can do, why grounding AI in your own work produces more useful results, how AI agents can help with tasks that take multiple steps, and how to review AI-generated content with confidence and sound judgment. No prior AI experience or technical background is required — this is the starting point of the AI learning journey for business users.

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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.

Target Audience:

This course is ideal for business users who are new to AI and want to understand what it is, what it can do, and how it can support their everyday work. No prior AI experience or technical background is required. Whether you're an individual contributor, a manager, or simply curious about how AI is changing the way work gets done, this course offers a plain-language introduction to working with AI — and serves as the starting point of the AI learning journey for business users. Learners who take this course are looking to build practical confidence with AI rather than expertise in any single product. They may want to spend less time searching for information, get a first draft started, make sense of a large volume of content, or understand where AI genuinely helps and where their own judgment is still essential. With a focus on core concepts — how generative AI differs from the tools they already use, why grounding AI in relevant work information produces better results, how AI agents support multistep tasks, and how to review AI-generated content responsibly — this course prepares learners to use AI thoughtfully and to continue into more role-specific or product-specific training. Microsoft Copilot appears throughout as one example of AI in action.

Objectives:

- **After completing this module, you will be able to:**
- Explain what AI and generative AI are, and how they differ from traditional tools.
- Describe how AI and AI agents support everyday work, and why grounding improves results.
- Review AI-generated content and apply responsible AI practices with confidence.

Prerequisites:

- Familiarity with productivity applications that are typically used in a business context, for example, Microsoft Word, Excel, PowerPoint, and Outlook.

Testing and Certification

None

Follow-on-Courses:

- M-MS4004 - Empower your workforce with Copilot for Microsoft 365 Use Cases (MS-4004)

Content:

Module 1: Work smarter with AI

- Introduction
- What is AI?
- AI at work
- Why grounding matters
- Work with AI agents
- Use AI with confidence
- Exercise: Review AI-generated content
- Module assessment
- Summary

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK