AI & DIGITAL · SHORT COURSE

Generative AI for Workplace Productivity and Decision Support

This practical course equips professionals, managers, administrators, business leaders, and knowledge workers with the knowledge and skills to use Generative AI to improve workplace productivity, automate routine tasks, enhance communication, analyse information, and support better decision-making.

DATES	30 Nov – 4 Dec 2026	DURATION	5-day course
COURSE FEE	TZS 1,200,000 · per participant	VAT	Fee excludes VAT
VENUE	Arusha, Tanzania	DAILY HOURS	8:30 AM – 4:30 PM
FEE INCLUDES	Course materials, lunch and refreshments	CERTIFICATE	Certificate of attendance
TRAINER	Elly International training team	APPLICATIONS	Open for applications

Overview

This practical course equips professionals, managers, administrators, business leaders, and knowledge workers with the knowledge and skills to use Generative AI to improve workplace productivity, automate routine tasks, enhance communication, analyse information, and support better decision-making.

Participants will learn how to effectively use Generative AI tools for drafting and editing documents, preparing reports and presentations, summarising information, analysing data, conducting research, generating ideas, managing meetings, and developing decision-support insights. The course focuses on practical workplace applications that can save time, improve the quality of outputs, and support more efficient professional workflows.

The course also addresses responsible and secure use of Generative AI in the workplace, including data privacy, confidentiality, accuracy, bias, AI hallucinations, intellectual property, human oversight, and organisational AI governance. Through hands-on exercises, workplace scenarios, case studies, and guided AI workflows, participants will develop practical strategies for integrating Generative AI into their daily professional activities.

Course content

Module 1: Introduction to Generative AI in the Workplace

- Understanding Generative AI and Large Language Models
- How Generative AI works
- Major workplace applications of Generative AI
- AI tools for productivity and knowledge work
- Opportunities and limitations of Generative AI
- AI-assisted versus human-led work
- Identifying suitable workplace tasks for AI
- Common mistakes when using Generative AI
- Developing an AI-enabled productivity mindset

Module 2: Prompt Engineering for Professional Work

- Fundamentals of effective prompting
- Structure of a high-quality prompt
- Context, role, task, constraints, and expected output
- Zero-shot and few-shot prompting
- Step-by-step prompting techniques
- Prompting for different professional roles
- Creating reusable workplace prompts
- Refining and improving AI-generated responses
- Prompt templates for everyday office tasks
- Practical prompt engineering exercises

Module 3: AI for Workplace Communication and Document Creation

- Drafting professional emails and correspondence
- Writing letters, memos, notices, and announcements
- Preparing meeting agendas and minutes
- Improving grammar, clarity, and professional tone
- Summarising lengthy documents
- Creating reports and executive briefs
- Developing proposals and concept notes
- Preparing speeches and presentations
- Translating and adapting professional communications
- Reviewing and improving workplace documents

Module 4: AI for Research, Information Management and Knowledge Work

- AI-assisted workplace research
- Information discovery and synthesis
- Summarising reports, articles, and policy documents
- Extracting key findings and action points
- Comparing documents and identifying differences
- Organising and structuring information
- Generating research questions and ideas
- Developing literature and information summaries
- Fact-checking and validating AI-generated information
- Managing knowledge using AI tools

Module 5: AI for Data Analysis and Business Insights

- Using AI to understand workplace data
- Preparing and cleaning data for analysis
- Identifying trends and patterns
- Analysing tables and spreadsheets
- Generating summaries from business data
- Variance and performance analysis
- Creating management insights
- Developing charts and data visualisation concepts
- Using AI to generate analytical questions
- Turning data into actionable information

Module 6: AI for Decision Support

- Introduction to AI-assisted decision support
- Structuring complex workplace problems

- Generating and comparing possible options
- SWOT and scenario analysis using AI
- Risk and impact analysis
- Cost-benefit analysis support
- What-if and scenario-based analysis
- Identifying assumptions and information gaps
- Developing decision briefs
- Human judgment and validation in AI-supported decisions

Module 7: AI for Meetings, Planning and Time Management

- AI-assisted meeting preparation
- Creating agendas and discussion points
- Summarising meeting notes
- Extracting decisions and action items
- Developing work plans and schedules
- Task prioritisation and workflow planning
- Creating checklists and standard operating procedures
- AI-assisted project planning
- Follow-up communication and progress tracking
- Improving personal and team productivity

Module 8: AI for Presentations, Reports and Management Support

- Creating professional presentation structures
- Generating presentation content and speaker notes
- Transforming reports into executive summaries
- Developing management dashboards and briefing materials
- Preparing talking points for meetings
- Creating business proposals and project documents
- Tailoring content for different audiences
- Improving visual and information structure
- Quality review of AI-generated reports and presentations
- Practical presentation and reporting exercises

Module 9: Responsible, Secure and Ethical Use of Generative AI

- Responsible use of AI in professional environments
- Data privacy and confidentiality
- Protecting sensitive organisational information
- Cybersecurity risks associated with AI tools
- AI hallucinations and inaccurate information
- Bias and fairness in AI-generated outputs
- Intellectual property and copyright considerations
- Transparency and disclosure of AI use
- Human review and approval
- Developing organisational AI usage guidelines

Module 10: Building an AI-Powered Workplace Productivity System

- Identifying repetitive and time-consuming workplace tasks
- Mapping existing workflows and processes
- Selecting appropriate AI use cases
- Designing AI-assisted workflows

- Creating a personal AI productivity toolkit
- Developing reusable prompt libraries
- Integrating AI into daily work activities
- Measuring productivity and quality improvements
- Developing an organisational AI adoption plan
- Practical workplace case studies and group exercises
- Development of an individual or departmental AI action plan

Who should attend

This course is designed for:

- Managers and supervisors
- Administrative and executive officers
- Business professionals
- Project and programme managers
- Human resource professionals
- Finance and accounting professionals
- Marketing and communications professionals
- Procurement and supply chain professionals
- Monitoring and evaluation officers
- Policy and planning officers
- Researchers and analysts
- ICT and digital transformation professionals
- Customer service professionals
- Consultants and professional service providers
- Entrepreneurs and business owners
- Government officials and public sector professionals
- University and education professionals
- Professionals seeking to improve workplace productivity through AI

Suitable Sectors

The course is particularly relevant to government ministries, departments and agencies, local government authorities, banks and financial institutions, telecommunications companies, universities and educational institutions, hospitals and healthcare organisations, NGOs, development organisations, private companies, professional service firms, and other organisations seeking to improve productivity, knowledge management, communication, and decision-making through Generative AI.

How to apply

Apply online at elly.wysyntaxtest98.or.tz. Your place is confirmed only after we review your application and contact you, within 1 working day.

Apply for this course | Ask on WhatsApp | Email us

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Details correct as of 8 November 2026.