

AI & Digital Literacy

Confident, Safe, and Effective Work in an AI-Enabled Workplace

COURSE OVERVIEW

AI is now part of everyday work, whether or not organizations have planned for it. Employees at every level already meet AI in the tools they use: email, documents, search, chat assistants, and business systems that increasingly suggest, summarize, and decide. Yet many are unsure what AI actually does, when it can be trusted, and how to use it without putting data, quality, or reputation at risk. This two-day, highly practical program builds the shared foundation every workforce now needs: a clear understanding of AI and the digital skills to use it confidently, safely, and well.

Participants learn how generative AI works in plain language, why it gets things wrong, and how to check its outputs. They practise the digital skills that make AI useful: finding and evaluating information, working with data, collaborating in digital workspaces, and writing clear prompts. Throughout, the focus is on judgment: knowing when AI helps, when it misleads, and when a human must decide.

It also covers the essentials of responsible use: protecting confidential and personal data, recognizing bias, misinformation, and deepfakes, and following the organization's AI policies.

The program culminates in a hands-on capstone where each participant builds a simple, working AI-assisted workflow for a task from their own role, using no-code tools, and leaves with a personal AI and digital skills plan.

This program is delivered by world-renowned AI and Digital Transformation expert and author, **Mostafa Azzam**, who has extensive experience guiding organizations through AI adoption and workforce upskilling.

COURSE OBJECTIVES

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

- **Explain** how AI and generative AI work, and what they can and cannot do, in plain terms.
- **Use** AI assistants with clear, structured prompts to draft, summarize, research, and analyze.
- **Check** AI outputs for accuracy, bias, and missing context before relying on them.
- **Protect** confidential and personal data, and apply the organization's AI and security policies.
- **Build** a simple AI-assisted workflow for a routine task in their own role.

COURSE METHODOLOGY

This program follows our decision-centered learning design, combining:

- **Opening Challenges:** Practical challenges that surface participants' assumptions before frameworks are introduced.
- **Expert-Led Briefings:** Concise, evidence-based input on concepts, frameworks, and emerging practice.
- **Case Studies and Simulations:** Realistic situations with genuine choices, where participants decide, defend, and reconsider.
- **Hands-on Activities:** Applying tools and frameworks, including AI tools, to participants' own work.
- **Ready-to-Use Tools and Templates:** Practical resources delegates can apply immediately in the workplace.
- **Capstone Project:** Build and demonstrate a simple, working AI-assisted workflow for a task in your own role.

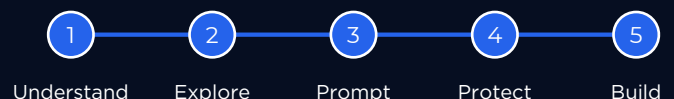
WHO SHOULD ATTEND

This program is designed for employees at every level, including:

- Employees in every function who use digital tools at work
- Team leaders and people managers
- New joiners and graduates
- Administrative and support professionals
- HR and L&D teams planning organization-wide AI upskilling

No technical background or coding experience is required.

THE LEARNING JOURNEY





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