



Amplified Workforce

WORKFORCE TRAINING CURRICULUM

Artificial Intelligence Foundations for the Workplace

Course AIW-101 · Beginner / Foundational

Delivery	Instructor-led, in person, at the employer's location
Duration	One day · 7.0 instructional contact hours
Class size	6–15 participants
Prepared for	CareerSource Broward · Florida ETPL review

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Course code	AIW-101
Level	Beginner / Foundational
Delivery format	Instructor-led, in person, at the employer's place of business
Duration	One day, 8:00 AM – 4:00 PM
Contact hours	7.0 instructional hours (excludes 30-minute lunch and two 15-minute breaks)
Class size	6–15 participants (minimum 6, maximum 15)
Prerequisites	None. Basic computer and email literacy assumed.
Continuing education units	Not currently issued. Certificate of completion provided.

1. Course Description

A single-day, hands-on introduction to the practical use of generative artificial intelligence tools in a business setting. Participants learn how these tools produce output, where they fail, how to configure them so company information is not retained or used for model training, and how to apply them to the documents and correspondence they already handle in their own jobs.

Instruction is applied rather than theoretical. Participants work on their own employer's document types throughout the day and leave with at least one completed work product produced with AI assistance, a personal prompt reference sheet, and a draft written AI use policy for the organization.

The course is tool-agnostic in principle. Instruction is delivered using widely available commercial platforms (such as ChatGPT, Microsoft Copilot, or Claude), and the techniques taught transfer between them. No proprietary software is sold, licensed, or required.

2. Target Audience

Incumbent workers in administrative, operational, clerical, estimating, project-support, customer-service, or supervisory roles at small and mid-sized employers, who handle recurring written or document-based work and have had no formal AI instruction.

3. Learning Objectives

Upon successful completion, participants will be able to:

1. **Describe** in plain language how a generative AI system produces output, and **identify** three categories of task in which its output is unreliable.

2. **Configure** a workplace AI account so that conversation history retention is disabled and the model-training opt-out is enabled.
3. **Classify** categories of company and customer information as permitted or prohibited for entry into an AI tool, applying the organization's own confidentiality obligations.
4. **Construct** a prompt using a four-part structure — role, task, context, and output format — that produces a usable first draft.
5. **Evaluate** AI-generated output against a written verification checklist and **identify** factual errors, fabricated details, and omissions.
6. **Produce** at least one complete, verified work document of a type the participant handles in their actual job.
7. **Contribute** to a written organizational AI use policy specifying permitted tools, prohibited data, and required human review steps.

4. Daily Schedule

Time	Duration	Segment
8:00 – 8:30	0.5 hr	The work you'd most like off your plate
8:30 – 9:45	1.25 hr	Module 1 — What AI is genuinely good at — and where it will let you down
9:45 – 10:00	—	Break
10:00 – 11:15	1.25 hr	Module 2 — Setting things up so company information stays private
11:15 – 12:30	1.25 hr	Module 3 — How to ask for something and actually get it
12:30 – 1:00	—	Lunch
1:00 – 2:15	1.25 hr	Module 4 — Hands-on with your own real documents
2:15 – 2:30	—	Break
2:30 – 3:30	1.0 hr	Module 5 — Catching the mistakes before they leave your desk
3:30 – 4:00	0.5 hr	Module 6 — Ground rules: what your company will and won't allow
	7.0 hr	Total instructional contact hours

5. Module Detail

Module 1 — What AI is genuinely good at — and where it will let you down

1 hour 15 minutes

- What a large language model does when it generates text; why it is a prediction system and not a database or a search engine
- The three failure categories participants will encounter: **fabrication** (confident invented facts, names, citations, figures), **staleness** (information outside the model's knowledge), and **arithmetic and unit errors**
- Live demonstration of each failure mode, performed deliberately so participants see it occur rather than being told about it
- What the tools are genuinely reliable for: restructuring text the user supplies, summarizing documents the user supplies, drafting from an outline, changing tone or register, and extracting information present in a source
- The governing principle taught throughout the course: **the tool drafts, the employee is accountable**

Methods: instructor demonstration, guided discussion, participant identification of high-risk vs. low-risk tasks in their own roles.

Module 2 — Setting things up so company information stays private

1 hour 15 minutes

- Consumer versus business tiers, and why the distinction matters for confidentiality
- Hands-on configuration: disabling chat history and retention, enabling the training opt-out, reviewing sharing and export settings — performed by each participant on their own account
- Data classification exercise: participants sort real categories from their own workplace into permitted and prohibited
- Categories requiring particular care, addressed as applicable to the employer's industry: personally identifiable information, protected health information, non-public financial data, customer records, employee records, executed contracts, bid and pricing information, and material subject to a confidentiality obligation
- Redaction practice: preparing a genuine document for safe use by removing identifying detail
- Documenting the configuration so the employer can verify it later

Methods: step-by-step guided configuration on participants' own devices, sorting exercise, redaction practice with instructor review.

Module 3 — How to ask for something and actually get it

1 hour 15 minutes

- The four-part structure taught throughout: **role, task, context, output format**
- Why supplying source material outperforms asking the tool to recall — the single highest-leverage habit for accuracy
- Specifying output format explicitly: length, structure, tone, audience, and constraints
- Iterating rather than restarting: correcting and refining an unsatisfactory response

- Common beginner errors, demonstrated and corrected: prompts that are too short, requests requiring information the tool does not have, and compound requests that should be separated
- Participants begin a personal prompt reference sheet for their own recurring tasks

Methods: instructor modeling, structured practice with progressive difficulty, peer review in pairs.

Module 4 — Hands-on with your own real documents

1 hour 15 minutes

Participants work on genuine (redacted as needed) document types from their own roles. The instructor circulates and coaches individually. Typical work products by function:

Function	Representative applications
Administrative / clerical	Routine correspondence, meeting summaries, form letters, scheduling communication
Project support / operations	Daily reports, field or activity narratives, status updates, transmittals
Estimating / procurement	Scope narratives, proposal drafting, comparison summaries, bid correspondence
Customer service	Response drafting, complaint acknowledgment, follow-up sequences, FAQ development
Supervisory	Performance note drafting, toolbox and safety talks, procedure write-ups

Each participant completes at least one full document end to end: source material in, AI-assisted draft, human verification, corrected final version.

Methods: individual applied practice with one-to-one instructor coaching.

Module 5 — Catching the mistakes before they leave your desk

1 hour

- The verification checklist, applied to every AI-assisted work product: are all facts, figures, names, and dates traceable to a source the employee supplied or can confirm?
- Structured error hunt: participants are given AI output containing planted fabrications and must find them within a time limit
- What must always be checked by a person before the document leaves the building
- Recognizing overconfident output, and why fluent writing is not evidence of accuracy
- When to reject AI output entirely and start over by hand
- Establishing a personal review routine the participant will actually follow

Methods: timed error-detection exercise, checklist application to participants' own Module 4 work products.

Module 6 — Ground rules: what your company will and won't allow

30 minutes

- Collaborative drafting of a one-page written policy covering: approved tools, prohibited data categories, mandatory human review, disclosure expectations, and the escalation contact for questions
- The employer retains the draft policy as a course deliverable
- Final competency assessment administered
- Questions, and identification of next-step topics for AIW-201

Methods: facilitated group drafting, written and practical assessment.

6. Instructional Methods

Instructor demonstration; guided hands-on configuration; structured practice exercises; applied work on participants' own job documents; timed error-detection exercise; paired peer review; facilitated group policy drafting; individual coaching throughout applied segments.

Instruction is delivered at the employer's premises using participants' own workstations wherever possible, so that skills transfer directly to the environment in which they will be used.

7. Participant Materials

Provided to each participant and retained by them:

- Course workbook with all exercises and reference material
 - Four-part prompt construction reference card
 - Output verification checklist
 - Data classification quick-reference sheet, adapted to the employer's industry
 - Personal prompt reference sheet, built by the participant during the course
 - One-page organizational AI use policy draft (one per employer)
 - Certificate of completion
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8. Facility and Equipment Requirements

Supplied by the employer:

- A room seating all participants with table surface for laptops
- One internet-connected computer per participant, preferably the workstation used in their job
- Wall display, projector, or large monitor for instructor demonstration
- Reliable internet access

Supplied by the instructor: all printed materials, exercise sets, and assessment instruments.

Not included in the course fee: third-party AI tool subscriptions. Where the employer has not provisioned paid accounts, instruction is delivered using free tiers, and the configuration and technique taught apply equally to paid tiers.

9. Assessment and Completion Criteria

Competency is measured by two instruments:

A. Practical skills demonstration (70% of assessment). Each participant produces one complete work document with AI assistance and applies the verification checklist to it. Scored against a written rubric on five criteria: appropriate task selection, prompt construction, source material supplied, error detection, and quality of the corrected final output.

B. Written knowledge check (30% of assessment). Fifteen items covering failure modes, permitted and prohibited data, account configuration, and required review steps.

A participant is recorded as having successfully completed the course when all of the following are met:

1. Attendance at not less than 6.0 of the 7.0 instructional contact hours
2. Score of 70% or higher on the combined assessment
3. Submission of one completed, verified work product
4. Demonstrated correct privacy configuration of their own account

A certificate of completion identifying the course, contact hours, and completion date is issued to each participant meeting these criteria. An attendance and completion roster is provided to the employer, and to the referring workforce board where applicable.

10. Instructor Qualifications

Instruction is delivered by **Richard Carfagna**, principal of Amplified Workforce.

Cross-industry operating experience. Nearly 30 years in business spanning medical diagnostics and software, information security, commercial solar, and commercial construction. Having operated across markedly different industries, the instructor brings a working understanding of how modern AI and large language models apply across the range of functions found in any organization, rather than a single-sector perspective.

Direct operational application, not classroom theory. Hands-on experience applying generative AI to document-intensive back-office workflows inside an active business, including:

- Standard operating procedures
- Marketing and search engine optimization
- Automation of Google and social media advertising accounts

- Invoice generation
- Daily reports
- Detailed professional client estimates

First-party implementation. Instruction draws on documented implementation within the instructor's own company. The instructor uses these tools daily in the operation of a live business and teaches real, current use cases rather than theoretical examples.

11. Equal Opportunity and Accommodation

Training is delivered without regard to race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Participants needing reasonable accommodation should notify the provider at least five business days before the session.

12. Related Course

AIW-201 — Applied AI Workflows for the Workplace. One day, 7.0 contact hours. AIW-101 or equivalent demonstrated competency is a prerequisite. Covers reusable prompt libraries, custom assistants grounded in company reference documents, structured data extraction, multi-step workflow design, quality control, and written SOP documentation.
