



Amplified Workforce

WORKFORCE TRAINING CURRICULUM

Applied AI Workflows for the Workplace

Course AIW-201 · Intermediate

Delivery	Instructor-led, in person, at the employer's location
Duration	One day · 7.0 instructional contact hours
Class size	6–12 participants
Prepared for	CareerSource Broward · Florida ETPL review

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Course code	AIW-201
Level	Intermediate
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	6–12 participants (minimum 6, maximum 12)
Prerequisites	AIW-101 or demonstrated equivalent competency (see Section 3)
Continuing education units	Not currently issued. Certificate of completion provided.

1. Course Description

A single-day, hands-on intermediate course for employees who already use generative AI individually and need to convert that ad-hoc use into repeatable, documented workflows their department can rely on.

Where AIW-101 teaches an individual to produce one good document, AIW-201 teaches a team to produce the same result consistently — every time, by any trained employee, with quality control that catches errors before work leaves the building.

Participants build a reusable prompt library for a recurring departmental task, configure a custom assistant grounded in their own company reference documents, extract structured data from unstructured sources, design a multi-step workflow, and write the standard operating procedure that lets a colleague run it without them.

The course is deliberately department-specific. Marketing, finance, operations, and project administration handle different work and require different configurations; participants work on their own department's actual processes throughout the day.

2. Target Audience

Incumbent workers who have completed foundational AI training or are already using AI tools in their daily work, and who hold responsibility for a recurring departmental process — office managers, project administrators, estimators, controllers and bookkeepers, marketing coordinators, operations supervisors, and service managers.

Best delivered to a group from the same organization, ideally including at least one participant per functional area, so that workflows built during the course serve the whole business.

3. Prerequisite Verification

Participants must demonstrate, at intake, the ability to:

- Configure an AI account with retention disabled and training opt-out enabled
- Construct a prompt supplying role, task, context, and required output format
- Identify fabricated content in AI output
- State which categories of company information may not be entered into an AI tool

Participants who cannot demonstrate these should complete AIW-101 first. A 15-minute intake check is administered at 8:00 AM; the instructor will redirect any participant who is not ready, and notify the employer.

4. Learning Objectives

Upon successful completion, participants will be able to:

1. **Build and document** a reusable prompt library for one recurring departmental task, structured so a colleague can use it without further instruction.
 2. **Configure** a custom AI assistant grounded in organization-specific reference documents — templates, standards, terminology, and style requirements.
 3. **Extract** structured data from unstructured source documents into a spreadsheet-ready format, and **verify** the extraction against the source.
 4. **Decompose** a multi-step business process into a sequenced AI-assisted workflow, identifying at each step what the tool does and what a person must do.
 5. **Apply** a quality-control procedure that detects and corrects three recurring AI failure modes in departmental output.
 6. **Write** a standard operating procedure of sufficient detail that another employee can execute the workflow unaided.
 7. **Measure** the before-and-after time required for the workflow, using a consistent method.
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5. Daily Schedule

Time	Duration	Segment
8:00 – 8:30	0.5 hr	Picking the job you want to speed up — and timing it first
8:30 – 9:45	1.25 hr	Module 1 — How to write prompts that get work done faster — and reuse them
9:45 – 10:00	—	Break
10:00 – 11:15	1.25 hr	Module 2 — Building an assistant that already knows your templates
11:15 – 12:30	1.25 hr	Module 3 — Turning a stack of documents into a spreadsheet you can trust
12:30 – 1:00	—	Lunch
1:00 – 2:15	1.25 hr	Module 4 — Linking the steps together into a process that repeats
2:15 – 2:30	—	Break
2:30 – 3:30	1.0 hr	Module 5 — Holding quality when you're running fifty at a time
3:30 – 4:00	0.5 hr	Module 6 — Writing it down so anyone on your team can run it
	7.0 hr	Total instructional contact hours

6. Module Detail

Module 1 — How to write prompts that get work done faster — and reuse them

1 hour 15 minutes

- Moving from improvised prompts to saved, versioned, reusable ones
- Anatomy of a library entry: purpose, required inputs, the prompt itself, expected output, known limitations, and what the user must verify
- Building for a colleague rather than for yourself — writing so that someone who was not in the room can use it correctly
- Variable placeholders and how to structure a prompt that accepts different inputs each time
- Where the library lives so the department can actually find it: shared drive, saved prompts, or internal document
- Version control and ownership: who updates it, and how a change is communicated

Each participant builds at least two complete, documented library entries for their own recurring work.

Methods: instructor modeling, individual build with coaching, structured peer review in which a partner attempts to use the entry unaided.

Module 2 — Building an assistant that already knows your templates

1 hour 15 minutes

- What grounding means: supplying reference material the assistant consults, rather than relying on general knowledge
- Selecting appropriate reference documents — standard templates, terminology and abbreviation glossaries, style requirements, approved language, historical examples of good output
- Preparing reference documents: redaction, removal of superseded material, and why obsolete templates cause persistent errors
- Hands-on configuration of a custom assistant using the platform available to the employer
- Writing effective assistant instructions: scope, tone, required format, and explicit statements of what the assistant must not do
- Testing against known-good examples, and refining when output diverges
- Governance: who owns the assistant, who may modify it, and how it is reviewed as templates change

Methods: guided configuration, testing against participant-supplied known-good documents, iterative refinement.

Module 3 — Turning a stack of documents into a spreadsheet you can trust

1 hour 15 minutes

- Converting unstructured sources — emails, field notes, handwritten forms, PDFs, meeting records — into consistent structured output
- Specifying the output schema explicitly: columns, data types, date and currency formats, and how missing values must be represented
- Batch processing multiple documents to a single consistent structure
- Common extraction failures: silently dropped rows, format drift partway through a long output, transposed or misread figures, and units
- **Verification discipline for extracted data**, taught as non-negotiable: row-count reconciliation against the source, spot-checking a fixed sample, and totals verification where the source contains figures
- Moving verified output into a spreadsheet without reintroducing errors

Methods: applied extraction on participants' own source documents, deliberate error-injection exercise, verification practice.

Module 4 — Linking the steps together into a process that repeats

1 hour 15 minutes

- Decomposing a real departmental process into discrete steps
- Determining at each step: does AI draft it, does AI check it, or must a person do it?
- Chaining — using verified output from one step as the input to the next
- Designing checkpoints: where a person must review before the process continues

- Identifying failure points and what happens when a step produces unusable output
- Building in the pause: why a fully automatic end-to-end process is the wrong design for work that carries legal, financial, or contractual consequence
- Realistic scoping — what genuinely benefits from this treatment and what does not

Representative workflows by function:

Function	Representative workflow
Project administration	Field notes → drafted narrative → internal review → issued document
Finance / accounting	Source documents → structured extraction → reconciliation → exception report
Marketing	Brief → drafted variations → brand-standard check → scheduling
Operations	Incident or service record → summary → categorization → trend reporting
Estimating / procurement	Scope documents → comparison summary → clarification questions → proposal draft

Methods: individual workflow mapping on paper, instructor review of each map, build and test of at least one complete workflow.

Module 5 — Holding quality when you're running fifty at a time

1 hour

- Why errors that are tolerable at one document per day become serious at fifty
- The three failure modes that recur in departmental use: **silent omission** (content dropped without indication), **format drift** (output structure changing partway through a batch), and **confident substitution** (a plausible wrong value replacing a correct one)
- Designing a sampling-based check appropriate to volume, rather than reviewing everything or nothing
- Building verification into the workflow rather than bolting it on afterward
- Establishing what is logged: which documents were AI-assisted, who reviewed them, and when
- Escalation: what an employee does when output is wrong in a way they cannot correct
- Deciding when a workflow should be retired or reverted to manual

Methods: batch-review exercise on seeded output containing all three failure modes; participants design a sampling protocol for their own workflow.

Module 6 — Writing it down so anyone on your team can run it

30 minutes

- Writing the workflow as a standard operating procedure: purpose, required inputs, step-by-step instruction, verification points, escalation contact, and revision date
- The test applied: could a colleague who was not in this room execute it correctly from the document alone?

- Peer validation — a partner reads the SOP and identifies any step they could not perform
- Where SOPs are stored and how they are maintained as tools and templates change
- Final competency assessment administered
- The employer retains all SOPs produced as a course deliverable

Methods: individual SOP drafting, structured peer validation, written and practical assessment.

7. Instructional Methods

Instructor demonstration; individual build-and-test with one-to-one coaching; structured peer review in which a partner attempts to execute the participant's work unaided; deliberate error-injection and detection exercises; workflow mapping; SOP drafting with peer validation.

Instruction is delivered at the employer's premises using participants' own workstations and genuine departmental documents, so that every artifact produced is immediately usable.

8. Participant Materials

Provided to each participant and retained by them:

- Intermediate course workbook with all exercises and reference material
- Prompt library entry template
- Custom assistant configuration worksheet
- Data extraction schema template and verification protocol
- Workflow mapping worksheet
- SOP template
- Before/after time measurement sheet
- Certificate of completion

Retained by the employer: all prompt libraries, configured assistants, workflow maps, and written SOPs produced during the session. These remain the property of the employer, with no ongoing license fee and no dependency on the provider.

9. 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

- **Access to genuine departmental documents** for the workflows being built, redacted as the employer requires
- **AI tool accounts with custom-assistant capability**, where the employer wishes Module 2 to be built on their production platform

Supplied by the instructor: all printed materials, exercise sets, seeded error-detection samples, and assessment instruments.

Not included in the course fee: third-party AI tool subscriptions. Module 2 requires a tier supporting custom assistants; where the employer has not provisioned one, the module is delivered as demonstration plus configuration planning, and participants complete the build once accounts are available.

10. Assessment and Completion Criteria

Competency is measured by three instruments:

A. Workflow artifact (50% of assessment). Each participant produces one complete, working workflow with supporting prompt library entries. Scored against a written rubric on five criteria: appropriateness of the process selected, correct division of AI and human steps, placement of verification checkpoints, output quality against a known-good comparison, and error handling.

B. Peer-executable SOP (30% of assessment). The participant's written SOP is executed by another participant. Scored on whether the colleague completed the workflow correctly without asking the author for clarification. This is the course's central competency test — a workflow only one person can run has not been transferred.

C. Written knowledge check (20% of assessment). Twelve items covering failure modes at volume, verification protocol design, grounding, and governance.

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 working workflow with at least two documented prompt library entries
4. Submission of one written SOP successfully executed by a peer

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.

11. 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.

12. 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.

13. Course Sequence

AIW-101 — Artificial Intelligence Foundations for the Workplace. One day, 7.0 contact hours. No prerequisite. Individual competence: configuration, privacy, prompt construction, verification, and one completed work product.

AIW-201 — Applied AI Workflows for the Workplace (this course). One day, 7.0 contact hours. Departmental capability: reusable libraries, grounded assistants, structured extraction, workflow design, quality control, and transferable written procedures.

The two courses are commonly delivered two to four weeks apart, allowing participants to apply foundational skills in their own work before building repeatable departmental workflows.