Using AI Assistants in Business

Course Overview

Artificial intelligence (AI) has rapidly become a phenomenon, a much-talked-about technological sea change and a major disruptive force in the world of business. Generative AI (genAI) tools such as Microsoft Copilot, ChatGPT, Google Gemini, and Anthropic Claude are now deeply woven into everyday business workflows, and professionals have found numerous ways to use these tools to get their work done faster and more efficiently. This course moves participants from AI curious to AI confident. You will gain a practical understanding of how modern AI assistants work, how to navigate and configure your organization's AI tools, and how to craft high-quality prompts that consistently produce useful results. You will then apply those skills across the office applications you use every day, including documents, presentations, and spreadsheets.

Note: This course is designed around the use of the Microsoft 365 desktop productivity apps. However, the course does not require the use of any one specific AI tool. You are encouraged to use the AI tool(s) that are available to you, which may include free standalone assistants like ChatGPT and Google Gemini, or an integrated assistant like Microsoft 365 Copilot that has an associated cost. Ultimately, the skills you learn in this course will be transferable to any productivity suite and any AI assistant, even if the procedures for using the services differ.

Course Objectives:

In this course, you will use AI assistants to enhance your productivity across common office productivity applications. You will:

- Get started with generative AI by using a structured prompting framework with appropriate AI tools to get the results you want.
- Use AI assistants to perform cross-application business tasks, such as drafting emails, summarizing reports, and preparing for meetings.
- Produce word-processing documents using AI for text and image content.
- Build business presentations using AI for content, visuals, and speaker notes.
- Solve spreadsheet challenges using AI for formula generation, data manipulation, and analysis.

Target Student:

This course is designed for business professionals across all functional areas who want to build practical AI fluency and apply it to the office productivity tools they use every day, including word processors, presentation tools, and spreadsheets. No prior AI experience or technical background is required. This course is designed to provide valuable techniques that work with a wide range of office productivity suites, such as Microsoft 365, Google Workspace, or Zoho Office Suite—as well as with a variety of different AI assistants.

Prerequisites:

There are no formal AI prerequisites for this course. To ensure your success in the application-specific lessons, you should be able to perform basic tasks using word-processing, presentation, and spreadsheet software. For example, you could obtain this level of skills and knowledge by taking the following courses:

- Microsoft® Word for Office 365™ (Desktop or Online): Part 1
- Microsoft® PowerPoint® for Office 365™ (Desktop or Online): Part 1
- Microsoft® Excel® for Microsoft 365® (Desktop or Online): Part 1

Course Content

Lesson 1: Getting Started with Generative AI

Topic A: Identify Generative AI Fundamentals
Topic B: Use the Right AI Tool for the Job
Topic C: Writing Effective Prompts

Lesson 2: Applying AI to Everyday Business Tasks

Topic A: Use AI to Assist with Communication
Topic B: Use AI to Analyze and Summarize Information
Topic C: Use AI to Improve Meeting Productivity

Lesson 3: Using AI with Documents

Topic A: Use AI for Brainstorming and Generating Text
Topic B: Use AI to Revise Existing Text
Topic C: Use AI to Generate Images for Documents

Lesson 4: Using AI with Presentations

Topic A: Use AI to Generate Presentations
Topic B: Use AI to Generate Images for Presentations
Topic C: Use AI to Generate Presenter Notes and Other Text Content

Lesson 5: Using AI with Spreadsheets

Topic A: Use AI to Help with Basic Spreadsheet Tasks
Topic B: Use AI to Help Solve Spreadsheet Problems

Course Duration

1 day