# ChatGPT Essentials: Prompting and Productivity at Work

**Category:** AI, Data & Analytics | **Vendor:** OpenAI

**Duration:** 3.00 hours (1 days) **2.4 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This beginner friendly course introduces students to the fundamentals of Artificial Intelligence and the practical use of ChatGPT in the workplace. Participants will learn what AI is, how ChatGPT works at a high level, how to navigate the platform, and how to use its key features effectively. The course also explores the fundamentals of prompting, including the core elements of an effective prompt and the most common prompt types used to improve results. Through guided exercises and realistic workplace scenarios, students will practice writing and refining prompts that can help them communicate more clearly, work more efficiently, and improve the quality of everyday tasks. By the end of the session, participants will have a strong foundation for using ChatGPT with greater confidence, accuracy, and purpose.

## About This Course

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## Who Should Attend

This course is designed for beginner level users who want to understand how to use ChatGPT effectively in their day to day work. It is ideal for:

- Business professionals
- Administrative staff
- Managers and team leads
- Sales and customer service professionals
- Human resources, marketing, operations, and project support staff
- Anyone with little or no prior experience using AI tools

### Prerequisites & Entry Requirements

**General Prerequisites:**

- No prior AI or coding experience required
- Basic computer and web browser skills recommended
- Familiarity with common workplace tasks such as email, document creation, note taking, or online research is helpful

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

Define Artificial Intelligence in practical terms and describe how tools like ChatGPT can support workplace productivity Explain, at a high level, how ChatGPT works and what it is designed to do Navigate the ChatGPT interface and use common features with confidence Identify strengths, limitations, and responsible use considerations when working with ChatGPT Write more effective prompts using key components such as task, context, audience, format, and tone Apply common prompt types, including instruction prompts, role based prompts, question prompts, contextual prompts, and refinement prompts Evaluate and improve AI generated responses through prompt revision Use ChatGPT in realistic workplace scenarios to save time and improve work quality

## Detailed Course Outline

### 1. AI Fundamentals

- What AI is in plain language
- What generative AI is
- What large language models are, at a high level
- Common AI terminology, including prompts, models, tokens, context, and hallucinations
- Common workplace applications of AI
- Strengths and limitations of generative AI tools

### 2. Introduction to ChatGPT

- What ChatGPT is and how it is commonly used
- High level overview of how ChatGPT responds to prompts
- Navigating the ChatGPT interface
- Key features and capabilities
- Common use cases for ChatGPT at work
- When to use ChatGPT, and when human review is still necessary

### 3. Prompting Fundamentals

- What a prompt is and why it matters
- The characteristics of an effective prompt
- The key components of a strong prompt:
  - task
  - context
  - audience
  - format
  - tone
- Common prompt types:
  - instruction prompts
  - question prompts
  - role based prompts
  - contextual prompts
  - few shot prompts
  - refinement prompts
- Examples of weak prompts compared to effective prompts
- How to improve responses through iteration

## 4. Guided Exercise: Improving a Prompt

- Review examples of vague or incomplete prompts
- Practice rewriting prompts to make them clearer and more effective
- Discuss how better prompt structure improves output quality

## 5. Guided Exercise: ChatGPT for Everyday Work

- Students will practice creating prompts for realistic workplace scenarios, such as:
- Drafting a professional email
- Summarizing meeting notes
- Brainstorming ideas for a project
- Creating a simple action plan
- Rewriting content for a different audience
- Organizing information into a structured format

## 6. Guided Exercise: Refining Results

- Test prompts and review responses
- Identify opportunities to improve clarity, relevance, structure, or tone
- Revise prompts to produce better results
- Reinforce the importance of reviewing AI generated content before use

## 7. Responsible Use and Course Wrap Up

- Accuracy and fact checking
- Privacy and sensitive information
- Bias and limitations
- Tips for continued success with ChatGPT
- Final questions and key takeaways

# Upcoming Schedule

**Available training dates for ChatGPT Essentials: Prompting and Productivity at Work:**

| Start Date | End Date | Location | Delivery | Price |
|---|---|---|---|---|
| 09 Nov 2026 | 09 Nov 2026 | Online | Virtual | €295.00 |
| 09 Nov 2026 | 09 Nov 2026 | Online | Virtual | €295.00 |
| 07 Dec 2026 | 07 Dec 2026 | Online | Virtual | €295.00 |
| 07 Dec 2026 | 07 Dec 2026 | Online | Virtual | €295.00 |

# Frequently Asked Questions

### Q: What delivery options are available for ChatGPT Essentials: Prompting and Productivity at Work?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 1-day ChatGPT Essentials: Prompting and Productivity at Work course provides up to 2.4 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the ChatGPT Essentials: Prompting and Productivity at Work training?

The training takes place over 1 day(s), with each day lasting approximately 3.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for ChatGPT Essentials: Prompting and Productivity at Work?

Yes, we provide corporate training, dedicated training, and closed classes for ChatGPT Essentials: Prompting and Productivity at Work. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: Why choose Nexus Human for ChatGPT Essentials: Prompting and Productivity at Work?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ChatGPT Essentials: Prompting and Productivity at Work training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

**Professional Training & Development**

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)


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