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ChatGPT for Professionals

Course #: AI-102 **Duration:** 1 day

Prerequisites

Completion of AI Fundamentals for Professionals or equivalent knowledge, along with prior exposure to AI tools such as ChatGPT (no advanced experience required).

Details

ChatGPT is a powerful, general-purpose AI assistant that supports writing, analysis, planning, and problem-solving across professional contexts. This course goes beyond basic demonstrations to teach participants how to use ChatGPT reliably, responsibly, and effectively in real work scenarios.

Participants learn how ChatGPT interprets prompts, why responses vary, how to structure interactions for better results, and how to validate outputs. Emphasis is placed on human judgment, accountability, and avoiding overreliance while gaining meaningful productivity benefits.

After attending this course, students should be able to:

Explain how ChatGPT generates responses and what influences output quality
Design prompts that produce clear, actionable, and reliable results
Use ChatGPT to support writing, analysis, planning, and research tasks
Identify limitations, risks, and common failure modes
Apply validation and review strategies to AI-assisted work
Use ChatGPT responsibly in professional and organizational settings

This course is designed for professionals who want to use ChatGPT effectively and responsibly to improve productivity, analysis, and decision-making across a wide range of tasks. This course is non-technical and does not require programming experience. It is ideal for professionals who need a flexible, general-purpose AI assistant that works across tasks, tools, and contexts beyond a single productivity platform.

Software Needed

- An active ChatGPT account accessible during class (individual or organization-provided)
- Ability to sign in successfully prior to the course

If your organization restricts external AI tools, participants should have access to an approved ChatGPT environment (or an approved alternative) for in-class exercises.

Outline

ChatGPT for Professionals

- **Understanding ChatGPT**

- What ChatGPT is and is not
- How ChatGPT differs from embedded AI tools
- Strengths and appropriate use cases
- Common misconceptions about ChatGPT capabilities

- **How ChatGPT Generates Responses**
  - High-level overview of large language models
  - Tokens, probability, and pattern completion
  - Why responses can vary
  - Confidence vs correctness

- **ChatGPT Interaction Fundamentals**
  - Prompting as collaboration, not commands
  - Asking effective follow-up questions
  - Iterative refinement for improved results

- **Using ChatGPT for Professional Writing**
  - Drafting and editing content
  - Adapting tone, audience, and purpose
  - Improving clarity and structure
  - Maintaining ownership and accuracy

- **Using ChatGPT for Analysis and Thinking Support**
  - Brainstorming and idea generation
  - Structuring problems and options
  - Scenario exploration and tradeoff analysis
  - Avoiding cognitive outsourcing

- **Research, Summarization, and Synthesis**
  - Summarizing information responsibly
  - Combining and synthesizing inputs
  - Recognizing hallucinations and gaps

- **Validation, Risk, and Professional Responsibility**
  - Identifying unreliable outputs
  - Fact-checking and verification strategies
  - When human review is mandatory

- **Privacy, Confidentiality, and Ethical Use**
  - What not to share with ChatGPT
  - Organizational and client considerations
  - Transparency and disclosure

- **Best Practices for Long-Term Use**
  - Prompt patterns that work
  - Common anti-patterns
  - Developing personal or team usage norms

- **Summary and Next Steps**
  - Key takeaways
  - Applying ChatGPT responsibly in daily work
  - Preparing for more advanced AI workflows