Artificial intelligence to increase efficiency and productivity in the workplace

4 – 8 July 2027
Geneva

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Training Center

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Overview

Organizations deploy artificial intelligence to increase efficiency and productivity in the workplace by streamlining daily business operations and improving operational velocity. This course examines practical tools and methods to integrate automated assistance into departmental workflows, data interpretation, and cross-functional communication. Participants review structured techniques for process automation, smart personalization, and predictive decision support without requiring computer programming skills. The syllabus also details essential governance, risk, and compliance frameworks to ensure safe operational adoption. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Operations managers seeking to eliminate workflow bottlenecks and shorten delivery lead times.
- Department heads and team leads seeking to integrate automated task assistance into daily team routines.
- Human resources and process improvement specialists evaluating methods to reduce repetitive administrative workloads.
- Data analysts and digital marketing specialists aiming to accelerate reporting cycles and content personalization.
- Customer support managers responsible for deploying intelligent assistance and conversational service tools.

Departments and Industries

This programme serves professional teams across administrative, commercial, and operational functions.

- Operations and Process Improvement Units in Manufacturing and Healthcare
- Customer Experience and Support Groups in E-Commerce and Financial Services
- Human Resources and Talent Management Divisions in Professional Services
- Digital Marketing and Strategy Teams in Commercial Enterprises
- Administrative and Information Support Services in Public and Educational Sectors

Learning Objectives

By the end of this course, participants will be able to:

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- Identify high-impact opportunities where artificial intelligence tools eliminate workplace friction.
- Deploy workflow automation routines to reduce cycle times for routine business tasks.
- Utilize automated analytical tools to derive rapid insights from operational datasets.
- Implement personalization methods to enhance customer interactions and internal communications.
- Apply structured risk assessments to safeguard data privacy and maintain ethical compliance.
- Build departmental action plans that align digital tools with team performance metrics.

Course Agenda

Day 1: Fundamentals of Workplace AI and Operational Efficiency

- Core definitions and concepts of artificial intelligence in corporate environments
- Assessing operational friction to identify immediate productivity opportunities
- Comparative analysis of everyday productivity tools and generative assistants
- Architectures for embedding automated tools into existing workplace software
- Establishing baseline performance metrics to track operational time savings
- Review of change management approaches for team tool adoption

Day 2: Data Interpretation and Predictive Decision Support

- Using automated tools to process unstructured operational information
- Accelerating executive reporting through automated data synthesis
- Predictive analytics frameworks for operational demand forecasting
- Smart personalization methods to tailor corporate communication and client services
- Structuring data hygiene practices to ensure output reliability
- Evaluating automated recommendations for strategic planning

Day 3: Practical Process Automation and Task Optimization

- Mapping administrative processes suitable for rule-based and smart automation
- Configuring conversational interfaces and assistants for customer support workflows
- Reducing clerical turnaround times across invoicing, scheduling, and documentation
- Cross-departmental case studies on operational cost reduction
- Selecting automation platforms based on deployment complexity and operational scope
- Building standardized standard operating procedures for automated workflows

Day 4: Workflow Optimization and Team Collaboration

- Eliminating handoff delays in multi-stage business processes
- Deploying automated resource allocation and scheduling models
- Applying smart content generation to accelerate research and drafting tasks
- Enhancing collaborative projects through centralized automated tracking
- Measuring team output quality alongside speed improvements
- Conducting workflow audits to identify ongoing efficiency gains

Day 5: Governance, Risk, and Compliance GRC

- Ethical considerations and risk mitigation in automated workplace operations
- Data privacy regulations, confidentiality controls, and intellectual property protection
- Establishing internal corporate policies for acceptable automated tool usage
- Risk management registers for monitoring system reliability and bias
- Structuring audit trails to maintain accountability in automated decision support
- Developing a sustainable organizational roadmap for operational digital tools

Practical Exercises

Participants engage in applied exercises designed to solve typical operational challenges.

- Suggested activity: Map an existing administrative workflow and identify bottlenecks suitable for smart automation.
- Suggested activity: Develop prompt templates and query protocols to accelerate monthly departmental reporting.
- Suggested activity: Draft an acceptable use policy checklist addressing corporate data privacy and confidentiality.
- Suggested activity: Build an operational scorecard measuring time savings and error reduction across a selected process.

FAQs

Do participants need coding or software development experience?

No programming knowledge is required. The curriculum focuses on functional business applications, off-the-shelf productivity platforms, and operational workflow enhancement for non-technical professionals.

How does this course address corporate data security?

The training dedicates specific sessions to data privacy, intellectual property safeguards, and governance frameworks, providing practical checklists to ensure sensitive business information remains protected.

How quickly can participants apply these methods in their workplace?

The methods and templates provided are designed for direct implementation, allowing professionals to streamline daily administrative tasks and reporting routines immediately upon return to work.

Conclusion

Professionals leave this training prepared to utilize modern digital assistants and automation techniques with confidence. By combining hands-on workflow optimization with responsible governance practices, teams improve daily output, reduce administrative strain, and sustain higher performance across their organizations.