# Understanding AI in Everyday Business

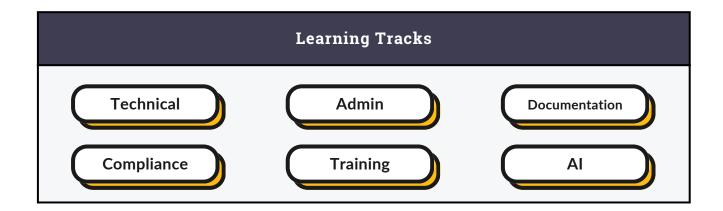


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## **Course Description**

What is AI, and how does it matter for my job? This course helps non-technical employees understand what's behind the AI tools they already use and builds comfort with automation, prediction, and content-generation features found in everyday business software. By connecting AI concepts to real work tasks, participants gain confidence, reduce uncertainty, and see AI as a productivity partner rather than a replacement.

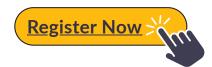




### Why This Course Matters

- Removes fear and jargon around Al.
- Builds digital literacy for non-technical roles.
- Shows that AI is already part of common workplace tools.
- Creates a foundation for future AI training and adoption.

#### Who Should Attend





Office Administrators



Customer Service Reps



Coordinators and Dispatchers

# **COURSE SYLLABUS**

#### Course Overview

Learners will understand what AI is, how it works in everyday tools, and how to recognize where it supports their daily tasks.

# Syllabus

- 1. Understand what AI means in everyday business terms.
- 2. Separate myths from real-world examples of Al.
- 3. Explore where AI already appears in common tools.
  - 4. Learn how automation supports routine tasks.
  - 5. See how predictive AI helps anticipate outcomes.
- 6. Discover how generative AI creates content and summaries.
  - 7. Build confidence recognizing and discussing AI at work.

### What You'll Learn

- What AI means in simple terms.
- Real vs. hype in AI tools.
- Where Al shows up in daily software.
- How to spot Al in email, scheduling, and CRM tools.
- How to apply Al features in everyday work.

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