

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.

Learning Tracks

Technical

Admin

Documentation

Compliance

Training

AI



Why This Course Matters

- Removes fear and jargon around AI.
- 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

Register Now



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.

What You'll Learn

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

Syllabus

1. Understand what AI means in everyday business terms.
2. Separate myths from real-world examples of AI.
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.

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