CONCEPT

Workplace AI Use Cases Training: Identifying, Piloting and Governing AI for Productivity



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Introduction:

Workplace AI Use Cases Training: Identifying, Piloting and Governing AI for Productivity is a 3-day course for team leaders, process owners, operations specialists and business improvement staff, ending with a governed AI Use Case Pilot Pack for one unit. Many organisations buy AI tools yet see scattered experiments, unclear value and unmanaged data risk because no one selects, tests and controls use cases in a disciplined way. Nominees already run or improve team processes and work through multi-sector case studies with real process maps and data. CoreConcept Training Center delivers this workplace AI use cases course.

Course Objectives:

- Map team processes and identify tasks where AI tools can raise productivity or improve quality
- Prioritise AI use cases using a value and feasibility matrix and a simple business value estimate
- Design a pilot with a baseline, productivity metrics, success criteria and a human review step
- Apply risk tiering, data classification and acceptable-use rules to each candidate use case
- Align use-case governance with the NIST AI RMF 1.0 functions and ISO/IEC 42001:2023 controls
- Produce an AI Use Case Pilot Pack ready for approval by the unit head

Target Audience:

- Team leaders responsible for the output, workload and working methods of a unit
- Process owners responsible for the design and performance of an end-to-end process
- Operations and department specialists responsible for routine documentation, analysis and service tasks
- Business improvement and quality staff responsible for efficiency projects and process measurement
- Information management and IT coordinators responsible for supporting tool adoption in business units

Course Outline:

Day 1: AI Opportunity Discovery in Team Processes

- AI Capability Types for Text, Data, Vision and Automation
- SIPOC Process Mapping to Locate Repetitive Knowledge Tasks
- Task Inventory Scoring for Volume, Effort and Error Rates
- AI Use Case Canvas Covering Problem, Users and Data
- Value and Feasibility Matrix for Ranking Candidate Use Cases

Day 2: Pilot Design, Productivity Metrics and Governance Controls

- Baseline Measurement of Cycle Time, Rework and Throughput
- Business Value Estimate Using Hours Saved and Quality Gains
- Pilot Plan With Success Criteria and Human Review Steps
- NIST AI RMF 1.0 Govern, Map, Measure, Manage Functions
- Risk Tiering, Data Classification and Acceptable-Use Rules per Use Case

Day 3: Case Study Practice and the AI Use Case Pilot Pack

- Case Study Ranking Use Cases for a Shared Service Unit
- Case Study Pilot Metrics for a Customer Correspondence Team
- ISO/IEC 42001:2023 Control Check Against the Chosen Use Case
- Stakeholder Briefing and Change Plan for Pilot Users
- AI Use Case Pilot Pack Completion and Peer Review

Skills You Will Gain:

- Process Opportunity Analysis
- Use Case Prioritisation
- Business Value Estimation
- Pilot Metrics Design
- AI Risk Tiering
- Data Classification Judgement
- Human Oversight Design
- Stakeholder Change Communication

Why Attend This Course:

- Deliver an AI Use Case Pilot Pack to the unit head, listing ranked use cases, the chosen pilot, its metrics and its controls
- Choose which AI use case to pilot first on evidence of value, feasibility and risk rather than enthusiasm
- Avoid pilots that expose confidential data, lack a baseline or cannot show measurable productivity gains
- Teach colleagues the use case canvas, the value matrix and the review steps so further ideas follow the same route

Conclusion:

Back at work, the participant presents the AI Use Case Pilot Pack to the unit head and, where one exists, the data protection or information security contact. The unit head uses it to approve one pilot, assign owners and agree which data and tools may be used. After the first pilot cycle, the team should compare results with the baseline, record any incidents or review failures, and decide whether to scale, adjust or stop the use case before moving to the next one on the ranked list.

Frequently Asked Questions FAQ:

What should participants know before a workplace AI use cases course?

Participants should know how their own team's processes run and have used at least one AI assistant or office tool. Bringing a list of routine tasks, rough volumes and any internal AI usage policy makes the case work directly relevant to their unit.

How does a workplace AI use cases course differ from a generative AI skills course for individuals?

An individual skills course teaches each person to prompt and check AI tools for their own tasks. This course works at team level, selecting, measuring and governing AI use cases so a unit can run a controlled pilot and decide whether to scale it.

Which frameworks help govern workplace AI use cases?

The NIST AI RMF 1.0 organises AI risk work into Govern, Map, Measure and Manage functions, and ISO/IEC 42001:2023 sets requirements for an AI management system. Mapping guides between the two help teams apply consistent controls to each use case.

What do participants take back from a workplace AI use cases course?

Participants take back an AI Use Case Pilot Pack containing a process map, a ranked list of use cases, a value estimate, a pilot plan with baseline metrics, and the risk tier, data rules and human review steps for the chosen pilot.