



Generative AI for Users

TRAINING

Investigating practical uses, limitations
and developing a roadmap for
deployment



Facilitated by
CARL GRIBBLE
Co-Founder
Dorothi AI

Online → 23 & 30 April 2024



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Overview

In today's dynamic digital landscape, the ability to harness the power of Generative AI and leverage its capabilities is increasingly vital for government seeking to innovate and optimise their operations. With the rise of Generative AI and the potential they unlock for automated content generation and task delegation, there's an imminent need for professionals to grasp both the profound possibilities and the nuanced intricacies of this transformative technology.

This training offers a comprehensive exploration of Generative AI, diving deep into its applications, potential, and best practices. Participants will embark on a journey from foundational knowledge, such as understanding ChatGPT, the capabilities and limitations of Generative AI, and receive cutting edge training in using Large Language Models such as ChatGPT.

Additionally, a significant portion of the workshop is dedicated to the establishment and management of a Generative AI Lab, providing participants with the tools and strategies to integrate Generative AI seamlessly into their government organisation's operations.

Whether you're a seasoned tech professional, a business leader looking to modernise operations, or an enthusiast eager to delve into the world of Generative AI, this training promises you with the knowledge and skills to harness the full potential of Gen AI in today's ever-evolving digital age.

Why Attend

- Boost personal productivity by learning the latest prompt engineering techniques
- Identify Generative AI use cases and prioritise use cases relevant to your organisation's objectives
- Watch ChatGPT in action writing proposals, evaluating submissions, analysing data for insights, and writing in the desired tone of voice
- Understand GPT's limitations, what it can and cannot do
- Learn how to design an end-to-end program of transformation across various teams and processes throughout your organisation

Learning Outcomes

- Understanding Generative AI, its uses, limitations, and how to employ Generative AI for knowledge work automation to enable efficiency
- Learn to enhance common knowledge work tasks including: research, creativity, reasoning, strategic thinking, and design
- Learn techniques to write any long-form content such as whitepapers, magazines, or books
- Learn the five core capabilities required to embed Generative AI within teams and organisations
- Discover various adoption pathways for building a Generative AI roadmap, including running projects and reengineering processes with Generative AI
- How to run a Generative AI Lab for ongoing transformation, including strategies for managing a prompt library, training, change management, and running pilot programs

Who Should Attend

Heads, Directors, Managers, Leads, Advisors, Specialists:

- Business Operations
- Business Transformation
- Change Management
- Marketing
- Innovation
- Strategy and Planning
- Customer Experience/ Customer Engagement
- Data & Analytics
- Digital/Digital Strategy/ Digital Transformation

Meet Your Facilitator



Facilitated by
CARL GRIBBLE
Co-Founder
Dorothi AI

Carl Gribble is an award-winning customer experience consultant and currently holds the position of Director of Prompt Engineering at Dorothi AI, a leading Generative AI training and consulting firm. Over the course of his career, Carl has collaborated with organisations, such as IBM and Microsoft, to explore the application of emerging technologies to enhance productivity and customer experience outcomes.

Recently, Carl has pioneered efforts in utilizing ChatGPT to significantly enhance knowledge work production, leading to faster delivery and superior quality of work outputs. He is deeply committed to assisting organisations in discovering applications for Generative AI and designing programs for its seamless integration. Carl's expertise offers vital insights into how businesses can leverage Generative AI, ensuring a profound understanding of its implications for every member within an organisation.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 9 th Feb	Register by 8 th Mar	Register by 22 th Apr
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

[CLICK HERE TO REGISTER](#)

*Group Discounts Available - Contact Registration at registrations@publicsectornetwork.com or Call on **(02) 9057 9070**

10:00am Opening Remarks

- Introduction
- Overview of the day's agenda

Module 1: Understanding Generative AI

10:15am Generative AI, LLMs and ChatGPT

- Introduction to ChatGPT
- Capabilities of LLM Chatbots
- Limitations of LLM Chatbots
- LLM as a concept management tool
- Concepts and style
- **Demo:** Observe how a LLM can be used to extract concepts, edit and reorganise concepts, and re-write style of words

11:15am The need for human evaluations

- Tips for writing a prompt
- Undirected vs directed prompting
- One shot prompts vs conversations
- Identifying Generative AI use cases with PRIRASP
- **Demo:** Write prompts and learn difference between directed and undirected prompting - where directed prompting adds concepts
- **Exercise:** Identify where you can apply Generative AI in your tasks

12:00pm Lunch

MODULE 2: Writing Effective Prompts and a Generative AI Roadmap

12:30pm Learning to delegate to AI

- General form of a prompt working with problem background
- Input data
- LLM instructions
- Managing constraints
- Output formats
- Style/Tone of voice
- Explore how to create a prompt from the parts of a general form of a prompt to solve common business tasks

1:10pm Adoption Pathways for Building a Generative AI Roadmap

- Understanding the 5 Generative AI transformation capabilities (Generative AI use cases identification, prompt engineering, Generative AI vendor fitness, training, PQA assessments)
- Understanding various deployment strategies including AI powered projects, process reengineering, pilot programs, training, change management
- Developing governance structures, policies and procedures to manage ongoing transformation
- Developing a tailored transformation roadmap
- Group Discussion

2:20pm Closing Remarks

2:30pm End of Day 1

10:00am Welcome and recap

MODULE 3: Conversation Optimisation and Generative Long from Content

10:10am Conversation Optimisation

- Concept editing
- Concept stuffing
- Goal divergence
- Concept referencing
- Conversation management techniques
- **Demo:** Learn how to design a conversation to fulfil a goal
- Execute the designed conversation to fulfil the goal and watching for concept stuffing and goal divergence
- Build new ideas and reason with ChatGPT

11:20am Generating Long Form Content with Generative AI

- Understanding structural slot filling
- Managing style and tone of voice and hyperbole
- **Demo:** Writing presentations, white papers and books with ChatGPT

12:20pm Lunch

MODULE 4: Transforming Projects and Processes with Generative AI

1:00pm How to design a CoLab

- What to use CoLabs for co-design prompts and prompt kits
- Building a CoLab brief
- Delivering a CoLab
- Process reengineering with CoLabs
- Project delivery using CoLabs
- **Demo:** CoLab demonstration, designing a new service with ChatGPT

1:45pm Running a Generative AI Lab for ongoing Transformation

- Learn how to build a Gen AI Lab to manage the ongoing use and adoption of Generative AI to transform an organisation's operation
- This session includes Gen AI app reviews and use case identification, managing a prompt library, running and interpreting PQA assessments, developing a change management, coaching and support program, designing & running CoLabs, when to outsource, running pilot programs for high-risk use cases
- Group Discussion

2:15pm Reflection and Closing Remarks

2:30pm End of Day 2



Get In Contact

CONNECTING GOVERNMENT
PUBLICSECTORNETWORK.COM

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.com

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.com

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