

AI-Native Practitioner — Operations Course

Course Duration: 2 days (four half-day workshops)

Target audience

- Frontline staff, analysts, coordinators, specialists, operational teams, early adopters.

Course introduction

A practical, task-level program that trains practitioners to redesign daily work with AI safely and productively. Emphasizes prompt design, contextual inputs, HITL checkpoints, and data sensitivity handling so teams can deliver measurable productivity gains while staying compliant.

Learning outcomes / objectives

Participants will be able to:

- Identify AI opportunities by inventorying tasks and scoring AI potential and ROI.
- Redesign tasks AI-First with clear context, prompts, and HITL steps.
- Apply safe data handling: classify data sensitivity, apply masking/anonymization, and minimize disclosure in prompts.
- Implement daily governance: checklists, risk flags, escalation triggers, and quality criteria.
- Produce a practitioner plan: an AI-Native Work Transformation Plan and a 30-day personal adoption roadmap.

High-level agenda

- Day 1 Morning — Task Inventory & ROI Sprint: list tasks, score AI potential, tag data sensitivity, select tasks to redesign.
- Day 1 Afternoon — Task Redesign & Prompting Practice: craft contextual prompts, define HITL, set quality criteria.
- Day 2 Morning — Daily Governance & Quality Control: daily habits, checklists, risk flags, escalation rules.
- Day 2 Afternoon — Integration & Personal Plan: combine artifacts into a 30-day adoption plan and peer presentations.

Group size & format

- 5–6 participants per group; practical exercises, role play, and peer review; half-day rhythm with two 15-minute breaks.

Primary deliverable

- AI-Native Work Transformation Plan (Task Playbook; Data Sensitivity Handling Rules; Daily Governance Guide; 30-day adoption plan).