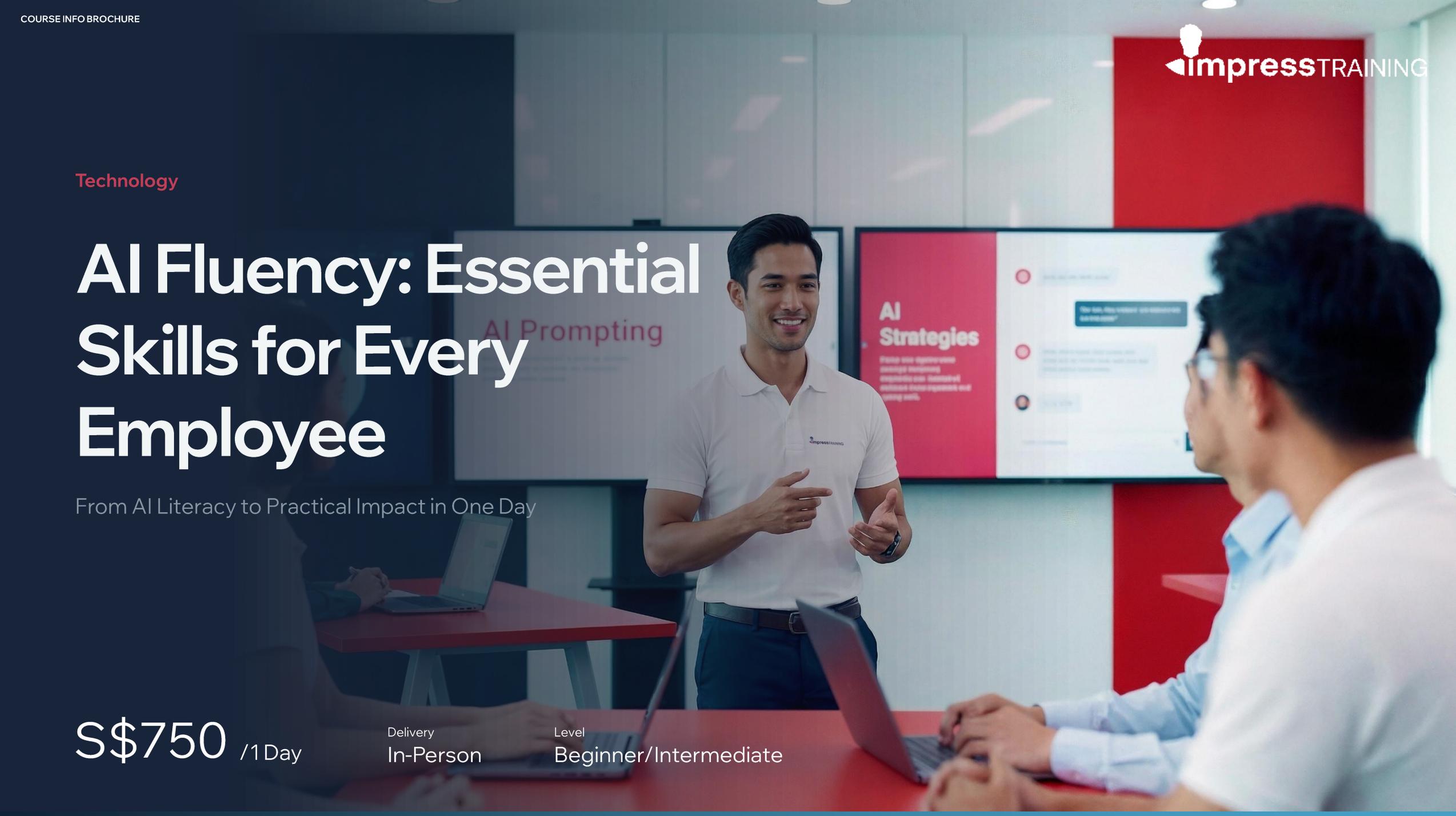impressTRAINING

Technology

AI Fluency: Essential Skills for Every Employee

From AI Literacy to Practical Impact in One Day

S$750 /1 Day

Delivery
In-Person

Level
Beginner/Intermediate

About the Course

Many organisations struggle to move from AI hype to practical value. Teams lack clarity on where AI fits, how to use tools effectively, and how to manage risks responsibly.

This course addresses low productivity, missed automation opportunities, unclear use cases, and uncertainty around governance, enabling confident, practical AI adoption.

At the end of the workshop participants will be able to…

- **Explain the current AI landscape** - including key solution types, capabilities, limitations, and business value propositions.
- **Confidently use leading AI tools** (such as copilots, automation tools, and AI agents) to improve everyday work tasks.
- **Apply practical design approaches** to identify, scope, and plan AI use cases suitable for their organisation.
- **Recognise core AI risk and governance principles**, including responsible use, data considerations, and emerging regulatory expectations.

3 Takeaways

Understand what AI can—and can't—do for your organisation.

Learn how to turn an AI idea into a real project using the "Discover, Design, Deliver, De-Risk process.

Lead AI adoption responsibly with the right balance of innovation and governance.

Who is this course for?

Professionals from any function or industry with no (or little) experience of GenAI tools

You'll learn:

- ✓ **When should AI be used?** Recognising the right situations - and the wrong ones - for applying AI.

- ✓ **Where does AI work best?** Identifying the types of tasks and processes where AI can deliver the strongest impact.

- ✓ **Who is responsible for AI?** Clarifying roles, risks, and accountability in AI-enabled work.

- ✓ And many more…..

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Day 1 (AM)

Here's what you get to learn in this course

Understanding the AI Landscape

Where and When AI Creates Value

Topic 1

Understanding the AI Landscape

The workshop opens with rapid introductions and an interactive icebreaker using generative AI tools, immediately immersing participants in hands-on experience.

What is AI?
Using a visual "market map" of AI solutions, participants explore the modern AI landscape through guided, practical interaction with different tool types - building a clear understanding of capabilities and limitations.

Why is AI useful?
Through real-world case studies, participants examine how organisations generate value from AI, developing a grounded understanding of the AI business case.

Coverage includes… RPA, Machine Learning, Generative AI, AI Agents, GPTs, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), Copilots, and Agentic AI.

Topic 2

Where and When AI Creates Value

Building on the foundations from Topic 1, this session explores the practical scenarios in which AI is most likely to deliver meaningful organisational impact…

1. **Where** - the types of tasks and processes where AI can deliver the strongest impact.

2. **When** - the right situations for applying AI.

Using a mix of good- and bad-practice case studies, participants develop practical judgment about where AI adds value. Key insights are consolidated into simple opportunity-spotting and decision-making guides that can be used after the workshop.

Day 1 (PM)

Here's what you get to learn in this course

Designing and Deploying AI Solutions
(Part 1: Process Automation)

Designing and Deploying AI Solutions
(Part 2: Agents)

Topic 3

Designing and Deploying AI Solutions (Part 1: Process Automation)

Participants are guided through a simple, reusable framework that covers…

- **Process Selection** – identifying suitable automation opportunities
- **Process Redesign** – simplifying and optimising before automating
- **Automation Design** – defining logic, inputs, outputs, and controls
- **Automation Development** – building the workflow step by step
- **Automation Deployment** – testing, releasing, and monitoring
- **Automation Governance** – managing risk, reliability, and accountability

Hands-on exercises will use a leading low-code automation platform such as Microsoft Power Automate, UiPath, or n8n (selected per delivery).

Topic 4

### Designing and Deploying AI Solutions (Part 2: Agents)

Participants are again guided through a simple, reusable framework, this time covering:

- **Prompt Engineering** – structuring effective instructions for reliable outputs
- **Semantic Search** – grounding AI responses in relevant organisational knowledge
- **Agentic Workflows & Integration**– orchestrating multi-step reasoning and connecting agents to systems
- **Guardrails, Evaluation, and Supervision** – ensuring oversight, safety, and human control

Hands-on exercises will use a low-code agentic AI platform such as CrewAI, OpenAI GPTs, Claude, Google AI Studio, Microsoft Copilot Studio, or n8n (selected per delivery).

MeetOurTrainer

Sam Cammiss
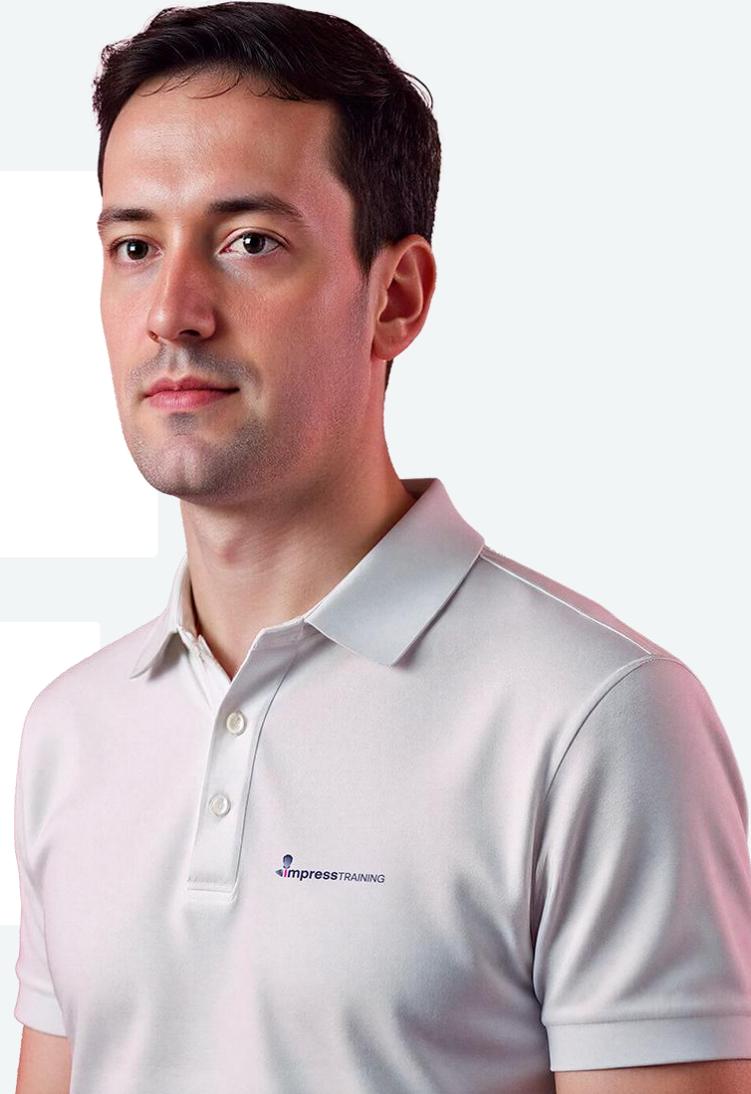
> **Great course, insightful, and well-executed with real life examples. Very relevant. Highly recommended!**
>
> **Dexter Ho,** Manager

> **Incredibly in-depth knowledge of the subject matter, classes were interesting and engaging..**
>
> **James Lee**, Consultant

Sam is a consultant and trainer specialising in the design, development, and deployment of applied AI solutions across corporates, government, and startup ventures.

He has held faculty roles in applied AI at Singapore Management University (SMU) Academy and the National University of Singapore Institute of Systems Science (NUS-ISS), where he teaches professionals how to translate AI into practical workplace impact.

Previously, as Director of Innovation at Deloitte Southeast Asia, Sam led the launch of AI-enabled ventures in Industry 4.0, Smart Cities, and FinTech spaces. His experience spans multiple sectors, including advertising, manufacturing, construction, pharmaceuticals, government, and financial services.

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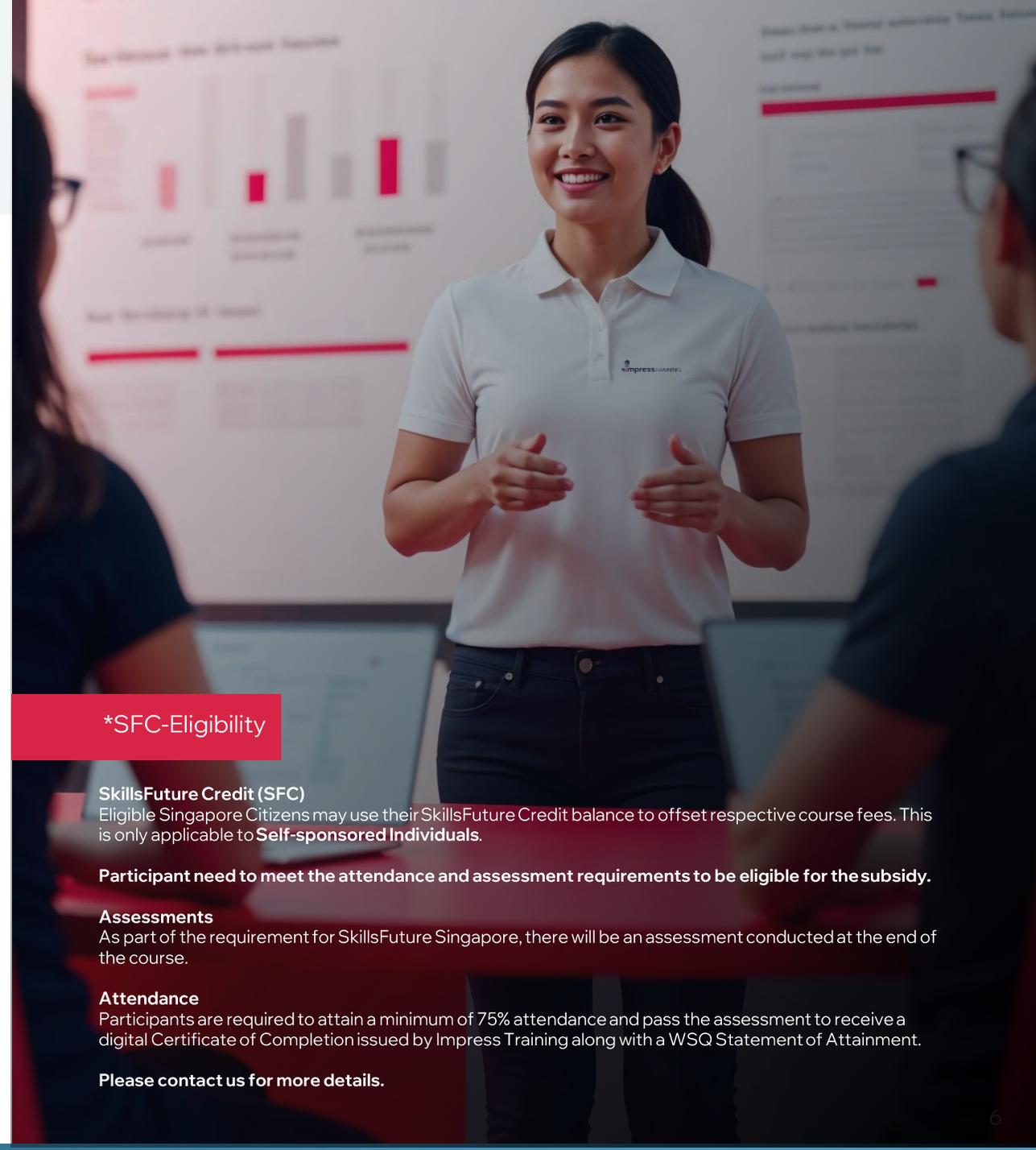
*SFC-Eligibility

SkillsFuture Credit (SFC)
Eligible Singapore Citizens may use their SkillsFuture Credit balance to offset respective course fees. This is only applicable to **Self-sponsored Individuals**.

Participant need to meet the attendance and assessment requirements to be eligible for the subsidy.

Assessments
As part of the requirement for SkillsFuture Singapore, there will be an assessment conducted at the end of the course.

Attendance
Participants are required to attain a minimum of 75% attendance and pass the assessment to receive a digital Certificate of Completion issued by Impress Training along with a WSQ Statement of Attainment.

Please contact us for more details.