

WELCOME

HumanE dge Online Academ y

A training guide for staff across every industry — restaurants, government agencies, schools, business centers, and more. Let's build the skills that set gr mission is simple: to equip every student with the knowledge, skills, and confidence they need to succeed today and thrive in the future.





Meet Your Teacher Hi, I'm Mr. Anderson. I have been teaching for over 20 years — a combination of military and public education. I'm passionate about preparing all my students for success now and in the future.



Subject Taught:
Human + AI



School Name:
HumanEdge Academy



Students: All Inclusive



Office Hours: 24/7



Class Resources

Everything you need to succeed — all in one place.



Syllabus

Download the course syllabus and grading breakdown.



Class Schedule

View weekly topics, important dates, and exam schedules.



Assignments

Find current and upcoming assignments with due dates.



Helpful Links

Curated links to tools, videos, and study materials.

Human + AI Workforce Training Guide

Official Course Syllabus — Professional Development Program

Course Information

Instructor: Mr. Anderson	Delivery: In-person, Hybrid, or Online
Program: Human + AI Workforce Training Guide	Audience: All industries — restaurants, schools, government, business, healthcare, transportation
Format: 12-Course Professional Development Series	Contact: teacher@school.edu
Duration: 60–90 minutes per course	Office Hours: Monday & Wednesday, 3:00–4:00 PM

Program Philosophy

"AI should strengthen human capability, not replace human responsibility. This program teaches participants to use AI as a tool while developing the human skills that AI cannot replicate — judgment, empathy, leadership, communication, and ethics."

— Mr. Anderson, Instructor

12-Course Curriculum Overview

Course #	Course Title	Main Focus	Workplace Application
1	AI Fundamentals for Everyone	What AI is, how it works, strengths & limitations	All industries
2	Human + AI: Working Together	What humans do vs. what AI assists with	Schools, government, business
3	Prompting AI Effectively	Writing clear instructions, refining prompts	Reports, emails, planning, research
4	Critical Thinking in the AI Era	Fact-checking, bias, misinformation	Government, education, management
5	AI Ethics, Privacy & Responsible Use	Confidentiality, data protection, copyright	Schools and government
6	Human Communication & Customer Service	Listening, empathy, conflict resolution	Restaurants, retail, service centers
7	AI for Workplace Productivity	Brainstorm, summarize, organize, automate	Offices and business centers
8	AI for Educators & Trainers	Lesson planning, assessments, training materials	Schools and training departments
9	AI for Leaders & Managers	Decision support, coaching, oversight	Management and government
10	Human Skills AI Cannot Replace	Leadership, emotional intelligence, creativity	All industries
11	AI Safety & Cybersecurity Awareness	Phishing, deepfakes, safe AI practices	All industries
12	Human + AI Capstone Challenge	Solve a real workplace problem using AI + human judgment	Customized by organization

Completion Requirements

Attendance Complete at least 10 of 12 courses to earn a certificate of completion	Participation Active engagement in discussions and activities each session	Capstone Project Complete the final Human + AI Capstone Challenge (Course 12)
Certificate Digital certificate issued upon successful program completion		





ANNOUNCEMENTS

Latest Updates

Stay in the loop with the latest class news and reminders.

Upcoming Test

Unit 3 exam is scheduled for next Friday. Review chapters 7-9 and practice problems.

No School Reminder

There will be no school on Monday in observance of the holiday. Enjoy the long weekend!

Parent-Teacher Conferences

Sign-up links for fall conferences have been sent via email. Spots are filling fast!



CONTACT

Get in Touch

Have a question? I'd love to hear from you. Reach out anytime!



Email

teacher@school.edu — I typically respond within 24 hours on school days.



Phone / Voicemail

Call the school main office at (555) 123-4567 and ask for my classroom.



Office Hours

Monday & Wednesday, 3:00–4:00 PM — Drop by Room 204 or join via Google Meet.



PROGRAM OVERVIEW

Human + AI Workforce Training Guide

A Professional Development Program for Every Industry

Teaching AI skills alongside the human abilities AI cannot replace — judgment, communication, leadership, empathy, ethics, creativity, and accountability.

THE FRAMEWORK

What Does H.U.M.A.N. + A.I. Mean?

Every letter represents a core principle of this program.

Letter	Word	What It Means in the Workplace
H	Heart	Empathy, compassion, and genuine care for the people you serve
U	Understanding	Active listening, patience, and seeing things from another's perspective
M	Mindset	A growth mindset — always learning, adapting, and improving
A	Accountability	Taking ownership of your actions, your words, and your outcomes
N	Navigation	The ability to guide others through challenges with confidence and clarity
+		
A	Augmentation	Using AI to enhance and amplify human capability — not replace it
I	Intelligence	Combining human wisdom and judgment with the power of AI tools

"The goal is not to choose between Human and AI — it's to master both." — Mr. Anderson

AI Fundamentals for Everyone

Course Details



Duration:

60–90 minutes



Level:

Beginner



Audience:

All industries

Course Outline

01

What is AI?

Plain-language explanation of how AI works

02

AI Strengths & Limitations

What AI does well and where it falls short

03

Common AI Tools

Overview of tools used in everyday workplaces

04

AI vs. Human Roles

Understanding the difference

05

Activity

Identify AI tools already in your workplace

Learning Objective: Participants will be able to explain what AI is, identify common AI tools, and describe the difference between AI capabilities and human responsibilities.

Assessment: Short reflection quiz + group discussion

LESSON PLAN — COURSE 1

AI Fundamentals for Everyone

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Beginner



Audience:

All Industries

This lesson introduces participants to Artificial Intelligence in plain language. By the end of this session, every participant — regardless of background — will understand what AI is, how it works, and how to use it responsibly in their workplace.

Learning Objectives & Key Vocabulary

Learning Objectives

- Define Artificial Intelligence in plain, everyday language
- Identify at least 3 AI tools used in their industry
- Explain the difference between AI capabilities and human responsibilities
- Describe 2 strengths and 2 limitations of AI
- Recognize situations where human judgment must remain in control

Key Vocabulary

Term	Definition
Artificial Intelligence (AI)	Technology that enables machines to perform tasks that typically require human thinking
Machine Learning	A type of AI that learns and improves from experience without being explicitly programmed
Algorithm	A set of rules or instructions a computer follows to complete a task
Prompt	An instruction or question given to an AI tool to produce a response
AI Hallucination	When AI generates incorrect or made-up information with confidence
Automation	Using technology to perform tasks with minimal human involvement

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome & icebreaker: "Name one thing you think AI can do"
- Review learning objectives with the group
- Quick poll: "Have you used AI in the last 7 days?" (show of hands)



Step 2 — INSTRUCTION PART 1 (20 minutes)

- What is AI? Plain-language explanation with everyday examples
- How AI works: data, patterns, predictions — no tech degree required
- AI Strengths: speed, consistency, availability, pattern recognition
- AI Limitations: no common sense, no empathy, can hallucinate, needs human oversight



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Common AI tools: ChatGPT, Google Gemini, Copilot, Grammarly, AI scheduling tools
- AI vs. Human Roles: side-by-side comparison of what each does best
- The golden rule: AI assists, humans decide



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Small groups: "Identify AI tools already in your workplace"
- Each group lists 3 tasks AI could help with and 1 task that must stay human
- Groups share findings with the class



Step 5 — CLOSING (10 minutes)

- Recap key takeaways
- Preview of Course 2: Human + AI Working Together
- Exit ticket: "Write one thing you learned and one question you still have"

AI in Your Workplace — Real Examples

AI is already in every industry. Here's what it looks like on the ground.



Restaurants

- **AI Can:** Generate menu descriptions, create training materials, predict busy hours, draft staff schedules
- **Humans Must:** Greet guests warmly, handle complaints, make hospitality decisions, cook with care



Government

- **AI Can:** Summarize documents, draft routine correspondence, organize data, flag patterns in reports
- **Humans Must:** Make policy decisions, serve constituents, ensure accuracy, maintain confidentiality



Schools

- **AI Can:** Generate lesson ideas, create quiz questions, differentiate materials, provide writing feedback
- **Humans Must:** Build relationships, make instructional decisions, support student wellbeing, assess growth



Business

- **AI Can:** Draft emails and reports, analyze data, organize information, brainstorm ideas
- **Humans Must:** Apply professional judgment, manage relationships, make final decisions, take accountability

Group Activity: AI in My Workplace

Time: 20 minutes | Groups of 3–4 participants

Step 1 — Form Your Group

Break into groups of 3–4 people from similar or different industries.

Step 2 — Brainstorm

As a group, list every AI tool or AI-powered feature you already use at work — even if you didn't realize it was AI.

Step 3 — Sort Your Tasks

Divide your workplace tasks into two lists: "AI Can Help With This" and "This Must Stay Human."

Step 4 — Identify the Line

Choose one task where you're unsure — is it AI, human, or both? Be ready to explain your reasoning.

Step 5 — Share Out

Each group presents their top 3 findings to the class. Instructor facilitates discussion.

Discussion Prompts

"What surprised you most about where AI already shows up in your work?"

"What is one task you would never want AI to handle alone — and why?"

"What would you need to feel confident using AI in your role?"

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

In your own words, what is Artificial Intelligence?

Name two AI tools you could use in your workplace.

What is one thing AI does well? What is one thing AI cannot do?

Give an example of a task in your job that should always remain human. Why?

What is one question you still have about AI?

To Complete Course 1, Participants Must:

✓ Attend the full 60–90 minute session

✓ Participate in the group activity

✓ Submit the exit reflection quiz

✓ Score 70% or higher on the knowledge check

- ❏ Encourage participants to share personal examples. There are no wrong answers in the opening discussion — the goal is to surface existing knowledge and reduce fear around AI. Emphasize that AI is a tool, not a replacement.

Human + AI: Working Together

Course Details

**Duration:**

60–90 minutes

**Level:**

Beginner

**Audience:**

Schools, government, business

Course Outline

01

The Human-AI Partnership

Why collaboration beats replacement

02

Task Mapping

Which tasks belong to humans vs. AI

03

Decision-Making Boundaries

When to trust AI and when to override it

04

Workflow Integration

Fitting AI into your daily work

05

Activity

Map your job tasks: Human, AI, or Both?

Learning Objective: Participants will identify tasks in their role best suited for AI assistance versus human judgment, and apply a decision framework for responsible collaboration.

Assessment: Task mapping worksheet + partner discussion

LESSON PLAN — COURSE 2

Human + AI: Working Together

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Beginner



Audience:

Schools, Government, Business

This lesson helps participants understand the powerful partnership between human judgment and AI assistance. Participants will learn to identify which tasks belong to humans, which AI can support, and how to make smart decisions about when to use each.

Learning Objectives & Key Vocabulary

Learning Objectives

- Explain the difference between tasks best suited for humans vs. AI
- Apply a decision framework to determine when to use AI assistance
- Map at least 5 of their own job tasks into Human, AI, or Both categories
- ⇒ Identify the risks of over-relying on AI in their specific role
- ↘ Describe what responsible Human + AI collaboration looks like in practice

Key Vocabulary

Term	Definition
Human-AI Collaboration	A working relationship where humans and AI each contribute their strengths to complete tasks more effectively
Task Mapping	The process of categorizing work tasks by whether they are best handled by a human, AI, or both
Decision Framework	A structured approach to making consistent, informed choices
Workflow Integration	Incorporating AI tools into existing work processes without disrupting quality or accountability
Over-reliance	Depending on AI too heavily, leading to reduced human judgment and increased risk of errors
Augmentation	Using AI to enhance and extend human capability rather than replace it

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 1 key takeaways
- Icebreaker: "Tell me one task at work you'd never trust a machine to do — and why"
- Introduce today's big question: "Where does AI end and human responsibility begin?"



Step 2 — INSTRUCTION PART 1 (20 minutes)

- The Human-AI Partnership: Why collaboration beats replacement
- The 3 Categories: Human Only, AI Only, Human + AI Together
- Real examples from schools, government, and business for each category
- The danger of over-reliance: What happens when humans stop thinking critically?



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Introduce the Task Mapping Framework: a simple 3-column decision tool
- Decision-Making Boundaries: When to trust AI output and when to override it
- Workflow Integration: How to add AI to your day without losing accountability
- Introduce the HUMAN + AI Framework acronym as a decision guide



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Individual worksheet: "Map Your Job" — participants list 10 tasks and sort them into Human, AI, or Both
- Partner share: Compare maps with a colleague — discuss differences and surprises
- Class debrief: Instructor highlights common patterns and edge cases



Step 5 — CLOSING (10 minutes)

- Recap: The 3 categories, the decision framework, and the golden rule
- Preview of Course 3: Prompting AI Effectively
- Exit ticket: "Name one task you will try using AI for this week — and one you will keep human"

The Task Mapping Framework

Use this 3-column framework to decide how to handle any workplace task.



Human Only

Best for tasks requiring: Empathy & emotional support, Ethical judgment, Complex decision-making, Relationship building, Crisis management, Accountability & responsibility

Examples: Counseling a struggling student, Handling a customer complaint, Making a hiring decision, Delivering difficult news



Human + AI Together

Best for tasks requiring: Research + human interpretation, Drafting + human review, Data analysis + human judgment, Planning + human approval

Examples: Writing a report (AI drafts, human refines), Lesson planning (AI suggests, teacher decides), Summarizing a policy (AI summarizes, official verifies)



AI Can Lead

Best for tasks that are: Repetitive and rule-based, Data-heavy and time-consuming, Require speed and consistency, Low-stakes and easily verified

Examples: Scheduling reminders, Formatting documents, Generating first drafts, Organizing data, Answering FAQs



When in doubt — keep the human in the loop. Always.

Activity: Map Your Job

Time: 20 minutes | Individual + Partner Work

Step 1 — List Your Tasks

On your worksheet, write down 10 tasks you do regularly at work. Be specific — not just "emails" but "writing a complaint response email."

Step 2 — Sort Into 3 Columns

For each task, decide: Human Only, AI Can Lead, or Human + AI Together. Write each task in the correct column.

Step 3 — Find Your Edge Cases

Circle 2 tasks you were unsure about. What made them hard to categorize? What would need to be true for AI to handle them safely?

Step 4 — Partner Compare

Share your map with a partner. Where do you agree? Where do you disagree? Discuss why.

Step 5 — Class Share Out

Each pair shares one surprising finding. Instructor facilitates a whole-group discussion on patterns.

Discussion Prompts

"What task surprised you most — did it end up more human or more AI than you expected?"

"What would happen if someone in your role let AI handle a 'Human Only' task without review?"

"How would you explain the Task Mapping Framework to a new colleague in one sentence?"

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

What are the 3 categories in the Task Mapping Framework? Give one example of each.

Describe a situation in your workplace where AI should NOT be trusted to work alone. Why?

What does "over-reliance on AI" mean, and what is one risk it creates in your role?

Using the HUMAN + AI Framework, walk through how you would handle one task from your job map.

What is one thing you will do differently at work after completing this lesson?

To Complete Course 2, Participants Must:

- ✓ Attend the full 60–90 minute session
- ✓ Complete the "Map Your Job" worksheet
- ✓ Participate in the partner and class discussion
- ✓ Submit the exit reflection quiz
- ✓ Score 70% or higher on the knowledge check

- The Task Mapping activity often sparks strong opinions — especially around tasks participants feel protective of. Encourage healthy debate. The goal is not a perfect map but a habit of thinking critically about when and how to use AI. Remind participants: the framework is a guide, not a rulebook.

Prompting AI Effectively

Course Details



Duration:

60–90 minutes



Level:

Beginner–Intermediate



Audience:

Reports, emails, planning, research

Course Outline

01

What is a Prompt?

The language of AI instructions

02

The CLEAR Framework

Context, Length, Examples, Audience, Role

03

Refining Your Prompts

Iteration and improvement techniques

04

Evaluating AI Responses

How to judge quality and accuracy

05

Activity

Write, test, and refine 3 real workplace prompts

Learning Objective: Participants will write clear, context-rich prompts and evaluate AI-generated responses for accuracy, relevance, and appropriate use.

Assessment: Prompt-writing practice exercise + peer review

LESSON PLAN — COURSE 3

Prompting AI Effectively

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Beginner–Intermediate



Audience:

All Industries

This lesson teaches participants how to communicate with AI tools clearly and effectively. Writing a good prompt is a skill — and like any skill, it can be learned, practiced, and improved. By the end of this session, participants will be able to write prompts that get better results, faster.

Learning Objectives & Key Vocabulary

Learning Objectives



Define what a prompt is and explain why prompt quality matters



Apply the CLEAR Framework to write effective AI prompts



Refine and improve a weak prompt through at least 2 iterations



Evaluate an AI response for quality, accuracy, and usefulness



Write 3 real workplace prompts they can use immediately after class

Key Vocabulary

Term	Definition
Prompt	An instruction, question, or request given to an AI tool to produce a response
Context	Background information added to a prompt to help AI understand the situation
Iteration	The process of refining a prompt based on the AI's response to get a better result
CLEAR Framework	A 5-part prompting structure — Context, Length, Examples, Audience, Role
Output	The response or result generated by an AI tool based on a prompt
Hallucination	When AI produces confident but incorrect or fabricated information
Role Prompting	Telling the AI to respond as if it were a specific type of expert or persona

The CLEAR Prompting Framework

A great prompt gives AI everything it needs to give you a great response. Use CLEAR every time.



C — Context

Tell AI the background. Who are you? What's the situation? What problem are you solving?

Example: "I am a restaurant manager writing a response to a customer complaint about slow service."



L — Length

Tell AI how long the response should be. A sentence? A paragraph? A bullet list? A full report? Example: "Write a 3-sentence professional response."



E — Examples

Give AI an example of what good looks like. Show it the tone, format, or style you want. Example: "Here is an example of the tone I want: [paste example]"



A — Audience

Tell AI who will read or use the output. This shapes vocabulary, tone, and complexity. Example: "This is for a parent who has no background in education policy."



R — Role

Tell AI what role to play. This dramatically improves the quality and relevance of responses. Example: "You are an experienced HR professional writing a staff training guide."



You don't need all 5 every time — but the more CLEAR elements you include, the better your results.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 2: Task Mapping
- Icebreaker: "Have you ever gotten a bad answer from AI? What did you ask?"
- Introduce the big idea: "The quality of your output depends on the quality of your input"
- Show a side-by-side: weak prompt vs. strong prompt — same task, very different results



Step 2 — INSTRUCTION PART 1 (20 minutes)

- What is a prompt? The language of AI communication
- Why prompt quality matters: garbage in, garbage out
- The 5 most common prompting mistakes and how to fix them
- Introduce the CLEAR Framework: Context, Length, Examples, Audience, Role
- Walk through a live example using CLEAR for a real workplace task



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Refining prompts: How to iterate when the first response isn't good enough
- Role prompting: "Act as a [role]..." and why it works
- Evaluating AI responses: 4 questions to ask before you use any AI output
- What to do when AI gets it wrong: correct, refine, or start over



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Participants write 3 prompts for real tasks from their own workplace
- Apply the CLEAR Framework to each prompt
- Test prompts live (if devices available) or workshop with a partner
- Refine at least one prompt based on feedback or results



Step 5 — CLOSING (10 minutes)

- Recap: CLEAR Framework, iteration, and evaluating responses
- Preview of Course 4: Critical Thinking in the AI Era
- Exit ticket: "Share your best prompt from today — what task was it for and what made it work?"

Activity: Write, Test & Refine

Time: 20 minutes | Individual + Partner Work

Step 1 — Pick Your Tasks

Choose 3 real tasks from your job that you could use AI to help with. Write them down. Examples: drafting an email, summarizing a report, creating a training outline, writing a job posting.

Step 2 — Write Your First Prompt

For each task, write a basic prompt — just your first instinct. Don't overthink it yet.

Step 3 — Apply CLEAR

Go back to each prompt and improve it using the CLEAR Framework. Add Context, specify Length, include an Example if helpful, name your Audience, and assign a Role.

Step 4 — Test or Workshop

If devices are available, test your improved prompts in a live AI tool. If not, swap prompts with a partner and give each other feedback: "What's missing? What would make this stronger?"

Step 5 — Refine & Share

Improve at least one prompt based on testing or feedback. Share your best prompt with the class — explain what task it's for and what CLEAR elements you used.

Discussion Prompts

"What was the biggest difference between your first prompt and your improved CLEAR prompt?"

"What happens in your workplace if someone uses an AI response without checking it first?"

"What is one type of task where you would never use AI output without significant human review?"

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

What does CLEAR stand for? Write out all 5 elements and give a one-sentence description of each.

Take this weak prompt and rewrite it using the CLEAR Framework: "Write something about customer service."

What are 4 questions you should ask before using any AI-generated response at work?

Describe a situation where you would need to refine a prompt. What would you change and why?

Write one prompt you plan to use in your actual job this week. Identify which CLEAR elements you included.

To Complete Course 3, Participants Must:

✓ Attend the full 60–90 minute session

✓ Write and submit 3 workplace prompts using the CLEAR Framework

✓ Refine at least one prompt through iteration

✓ Submit the exit reflection quiz

✓ Score 70% or higher on the knowledge check

- ❑ The live prompting activity is the heart of this lesson. If devices are available, let participants test prompts in real time — the immediate feedback loop is powerful. If not, the partner workshop works well. Encourage participants to keep a 'Prompt Library' — a personal collection of prompts that work well for their specific role.

Critical Thinking in the AI Era

Course Details



Duration:

60–90 minutes



Level:

Intermediate



Audience:

Government, education, management

Course Outline

01

What Are AI Hallucinations?

When AI confidently gets it wrong

02

Identifying Bias in AI

Where bias comes from and how to spot it

03

Fact-Checking AI Output

Tools and strategies for verification

04

Misinformation & Weak Reasoning

Recognizing flawed AI logic

05

Activity

Spot the error: Fact-check a set of AI-generated responses

Learning Objective: Participants will apply critical thinking strategies to evaluate AI-generated content for accuracy, bias, and logical soundness before acting on it.

Assessment: Fact-checking scenario exercise + group debrief

LESSON PLAN — COURSE 4

Critical Thinking in the AI Era

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Intermediate



Audience:

Government, Education, Management

AI can be wrong — confidently. This lesson equips participants with the critical thinking skills to fact-check AI output, identify bias and hallucinations, and recognize weak reasoning before it causes real problems at work.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Define AI hallucination and give a real-world example of the risks it creates
-  Identify at least 3 types of bias that can appear in AI-generated content
-  Apply a 4-step fact-checking process to evaluate any AI output
-  Recognize weak reasoning and misinformation in AI responses
-  Explain when and why human judgment must override AI-generated information

Key Vocabulary

Term	Definition
AI Hallucination	When an AI generates false or fabricated information with apparent confidence
Bias	A systematic error in AI output caused by skewed training data or flawed assumptions
Misinformation	False or inaccurate information, whether spread intentionally or not
Fact-Checking	The process of verifying claims against credible, independent sources
Source Verification	Confirming that information comes from a reliable, authoritative origin
Confirmation Bias	The tendency to favor information that confirms what we already believe
Critical Thinking	The disciplined process of analyzing information objectively before accepting or acting on it

The 4-Step AI Fact-Check Framework

Before you use any AI-generated information at work, run it through these 4 steps.

01

Step 1 — PAUSE Before You Use

Don't copy and paste AI output directly into any official document, email, or decision. Stop and ask: "Do I know this is accurate?" If you're not sure — check.

03

Step 3 — CHECK the Source Logic

Ask: Does this make sense? Is the reasoning sound? Are there gaps, contradictions, or claims that seem too convenient? AI can construct plausible-sounding arguments that are factually wrong.

02

Step 2 — VERIFY the Key Claims

Identify the most important facts, figures, names, dates, or statistics in the AI response. Look each one up using a credible, independent source — not another AI tool.

04

Step 4 — APPLY Human Judgment

Even if the facts check out, ask: Is this appropriate for my audience? Does it reflect our organization's values and policies? Is there anything here that could cause harm if used as-is?

 Remember: You are accountable for everything that goes out under your name — even if AI wrote the first draft.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 3: The CLEAR Prompting Framework
- Icebreaker: "Has AI ever given you wrong information? What happened?"
- Introduce the big idea: "AI doesn't know what it doesn't know — but it will still answer"
- Show a real example of an AI hallucination — a confident, detailed, completely wrong response



Step 2 — INSTRUCTION PART 1 (20 minutes)

- What are AI hallucinations? Why do they happen and how common are they?
- Types of AI bias: training data bias, representation bias, confirmation bias, recency bias
- Real-world consequences: What happens when biased or false AI output is used in government, schools, or management decisions?
- The difference between misinformation (false facts) and weak reasoning (flawed logic)



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Introduce the 4-Step AI Fact-Check Framework: Pause, Verify, Check Logic, Apply Judgment
- How to identify credible sources vs. unreliable ones
- Red flags in AI responses: vague citations, overly confident tone, suspiciously perfect answers
- When to reject AI output entirely and start from scratch



Step 4 — PRACTICE ACTIVITY (20 minutes)

- "Spot the Error" exercise: Participants receive 3 AI-generated responses containing hallucinations, bias, or weak reasoning
- Working in pairs, identify what's wrong and explain why it matters in a real workplace context
- Apply the 4-Step Fact-Check Framework to each response
- Class debrief: Discuss findings and what the correct information should be



Step 5 — CLOSING (10 minutes)

- Recap: Hallucinations, bias, fact-checking, and human judgment
- Preview of Course 5: AI Ethics, Privacy & Responsible Use
- Exit ticket: "Describe one situation in your job where using unchecked AI output could cause serious harm"

Activity: Spot the Error

Time: 20 minutes | Pairs Work

Step 1 — Receive Your Scenarios

Each pair receives 3 printed or on-screen AI-generated responses. Each response contains at least one hallucination, bias, or logical error. Your job is to find it.

Step 2 — Read Carefully

Read each AI response as if you were about to use it in a real work situation — a report, a policy memo, a parent email, or a staff announcement. What would happen if you sent this out?

Step 3 — Apply the 4-Step Framework

For each response, work through: Pause (does anything feel off?), Verify (what claims need checking?), Check Logic (is the reasoning sound?), Apply Judgment (is this appropriate for our workplace?).

Step 4 — Document Your Findings

For each response, write: What is wrong? Why does it matter? What is the correct information or approach?

Step 5 — Class Debrief

Each pair shares one finding. Instructor reveals the full errors in each scenario and leads a discussion on real-world consequences.

Discussion Prompts

"What made the AI error hard to spot? What would have happened if no one caught it?"

"In your role, what types of AI output carry the highest risk if they contain errors?"

"How will you change the way you review AI responses after today's lesson?"

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

What is an AI hallucination? Describe a scenario in your workplace where one could cause serious harm.

Name 3 types of bias that can appear in AI-generated content. Give one example of each.

Walk through the 4-Step AI Fact-Check Framework. What do you do at each step?

What are 3 red flags that should make you question an AI-generated response?

Describe a real task in your role where you would apply the fact-check framework before using AI output. What would you verify and how?

To Complete Course 4, Participants Must:

- ✓ Attend the full 60–90 minute session
- ✓ Complete the "Spot the Error" activity with a partner
- ✓ Document findings for all 3 error scenarios
- ✓ Submit the exit reflection quiz
- ✓ Score 70% or higher on the knowledge check

❏ Prepare 3 realistic AI-generated scenarios in advance — tailored to your audience's industry. The most effective scenarios are ones that look almost right. Avoid obvious errors; the goal is to build the habit of checking even when things seem fine. Remind participants: the most dangerous AI errors are the ones that sound completely reasonable.

AI Ethics, Privacy & Responsible Use

Course Details

**Duration:**

60–90 minutes

**Level:**

Intermediate

**Audience:**

Especially schools and government

Course Outline

01

Confidentiality & Data Protection

What not to share with AI tools

02

Copyright & Intellectual Property

Who owns AI-generated content?

03

Fairness & Transparency

Ethical obligations when using AI

04

Accountability in AI Use

You are still responsible for AI output

05

Activity

Ethical dilemma scenarios: What would you do?

Learning Objective: Participants will apply ethical guidelines for AI use in their workplace, including data privacy, copyright, fairness, and personal accountability.

Assessment: Ethics scenario analysis + written reflection

LESSON PLAN — COURSE 5

AI Ethics, Privacy & Responsible Use

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Intermediate



Audience:

Schools & Government

Using AI responsibly is not optional — it is a professional obligation. This lesson covers the ethical boundaries every employee must understand: what to keep confidential, who owns AI-generated content, and how to use AI in ways that are fair, transparent, and accountable.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Identify what types of information must never be entered into an AI tool
-  Explain who owns AI-generated content and what copyright rules apply
-  Apply principles of fairness and transparency when using AI in their role
-  Describe what personal accountability looks like when using AI at work
-  Analyze an ethical dilemma involving AI and make a defensible decision

Key Vocabulary

Term	Definition
Confidentiality	The obligation to protect sensitive information from unauthorized disclosure
Data Privacy	The right of individuals to control how their personal information is collected and used
Copyright	Legal protection for original creative works — including questions about AI-generated content ownership
Intellectual Property (IP)	Creations of the mind protected by law, including written content, designs, and inventions
Transparency	Being open and honest about how AI is being used in decisions that affect others
Fairness	Ensuring AI use does not discriminate against or disadvantage any individual or group
Accountability	Taking personal responsibility for the outcomes of AI-assisted decisions and outputs

What You Must Never Enter Into an AI Tool

AI tools are not secure vaults. Anything you type into a public AI tool may be stored, used for training, or exposed. Protect yourself and your organization.



Personal & Student Information

- Student names, grades, IDs, or behavioral records.
- Employee personal data, Social Security numbers, medical information, home addresses.
- Any information protected by FERPA, HIPAA, or your organization's privacy policy.



Sensitive Government & Organizational Data

- Classified or restricted documents.
- Internal policy drafts not yet approved.
- Budget details, personnel decisions, or legal matters.
- Constituent personal information or case files.



Confidential Business Information

- Proprietary processes, trade secrets, or unreleased products.
- Client or customer personal data.
- Financial records, contracts, or negotiation details.
- Internal HR matters or disciplinary records.



What TO Do Instead

- Anonymize data before using AI — replace real names with "Employee A" or "Student 1."
- Use your organization's approved AI tools with built-in privacy protections.
- When in doubt, ask your supervisor before entering any sensitive information.



The rule is simple: if you wouldn't post it publicly, don't put it in a public AI tool.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 4: Critical Thinking & Fact-Checking
- Icebreaker: "Have you ever wondered if it was okay to use AI for a specific task at work — but weren't sure?"
- Introduce the big idea: "AI use without ethical guardrails can cause real harm — even with good intentions"
- Brief scenario: A teacher enters a struggling student's full name and behavioral history into ChatGPT to get advice. What went wrong?



Step 2 — INSTRUCTION PART 1 (20 minutes)

- Confidentiality & Data Privacy: What information is protected and why
- FERPA, HIPAA, and organizational privacy policies — what they mean for AI use
- What happens to data you enter into public AI tools
- Copyright & Intellectual Property: Who owns AI-generated content? Can you use it commercially? Can students submit it as their own work?



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Fairness in AI: How AI can perpetuate discrimination and what to watch for
- Transparency: When should you disclose that AI helped create something?
- Accountability: You are still responsible — even if AI made the mistake
- Organizational AI policies: Why every workplace needs clear guidelines



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Ethical Dilemma Scenarios: Small groups receive 3 real-world AI ethics scenarios
- Groups discuss: What is the ethical issue? What should the person do? What policy or principle applies?
- Groups present their reasoning — instructor facilitates discussion on gray areas



Step 5 — CLOSING (10 minutes)

- Recap: Confidentiality, copyright, fairness, transparency, and accountability
- Preview of Course 6: Human Communication & Customer Service
- Exit ticket: "Write one AI use policy rule you think every employee in your organization should follow"

Activity: Ethical Dilemma Scenarios

Time: 20 minutes | Small Groups of 3–4

Step 1 — Form Your Group

Break into groups of 3–4. Each group receives the same 3 ethical dilemma scenarios. Read each one carefully before discussing.

Step 2 — Analyze Each Scenario

For each scenario, answer 3 questions: What is the ethical issue? What should the person do — and why? What policy, law, or principle applies?

Step 3 — Find the Gray Areas

Identify which scenario was hardest to resolve. What made it difficult? Were there competing values — like efficiency vs. privacy, or helpfulness vs. confidentiality?

Step 4 — Draft a Policy Rule

As a group, write one clear AI use policy rule that would have prevented the problem in your hardest scenario. Keep it to one sentence.

Step 5 — Present & Discuss

Each group shares their hardest scenario and their policy rule. Instructor facilitates a class discussion on how organizations should handle these situations.

"Scenario A: A government employee uses AI to summarize a constituent's complaint — including their full name, address, and medical condition. The summary is accurate. Was this okay?"

"Scenario B: A teacher uses AI to write a student's individualized education plan (IEP) and submits it without reviewing it. The plan contains a factual error about the student's diagnosis. Who is responsible?"

"Scenario C: A manager uses AI to screen job applications and rank candidates. The AI consistently ranks candidates from certain zip codes lower. No one notices. What is the ethical issue?"

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

Name 3 types of information you must never enter into a public AI tool. Explain why each one is protected.

Who owns AI-generated content? What are the copyright implications for your workplace?

A colleague uses AI to draft a performance review for an employee and submits it without reading it. The review contains inaccurate information. Who is responsible and why?

What does "transparency in AI use" mean in your role? Give one specific example of when you should disclose that AI helped create something.

Write one AI ethics policy rule you believe your organization should adopt. Explain the reasoning behind it.

To Complete Course 5, Participants Must:

✓ Attend the full 60–90 minute session

✓ Participate in the Ethical Dilemma group activity

✓ Submit a group-drafted AI policy rule

✓ Submit the exit reflection quiz

✓ Score 70% or higher on the knowledge check

- ❏ The ethical dilemma scenarios are designed to be genuinely difficult — there are no perfectly clean answers. Encourage participants to sit with the discomfort. The goal is not to memorize rules but to develop ethical reasoning habits. Consider inviting participants to share whether their organization already has an AI use policy — and if not, why that matters.

Human Communication & Customer Service

Course Details



Duration:

60–90 minutes



Level:

Beginner–Intermediate



Audience:

Restaurants, retail, service centers

Learning Objective: Participants will demonstrate empathy, active listening, and conflict resolution skills while identifying appropriate moments to use AI support in customer-facing roles.

Assessment: Role-play scenario + self-assessment checklist

Course Outline

01

Active Listening

Hearing what customers really need

02

Empathy in Action

Responding with care and understanding

03

Conflict Resolution

De-escalating difficult situations professionally

04

AI Without Losing the Human Touch

Using AI tools while staying personal

05

Activity

Role-play: Handle a difficult customer interaction with and without AI

LESSON PLAN — COURSE 6

Human Communication & Customer Service

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Beginner–Intermediate



Audience:

Restaurants, Retail, Service Centers

Technology can answer questions — but it cannot replace a warm smile, a calm voice, or a genuine human connection. This lesson builds the communication and customer service skills that AI will never fully replicate, while showing how AI can support — not replace — the human experience.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Demonstrate active listening techniques in a customer-facing scenario
-  Apply empathy to respond appropriately to frustrated or upset customers
-  Use a 3-step conflict resolution process to de-escalate a difficult interaction
-  Identify at least 2 ways AI can support customer service without replacing the human connection
-  Distinguish between situations that require human judgment and those where AI assistance is appropriate

Key Vocabulary

Term	Definition
Active Listening	Fully concentrating on what someone is saying — not just waiting to respond — and demonstrating understanding through verbal and nonverbal cues
Empathy	The ability to understand and share the feelings of another person
De-escalation	Techniques used to reduce tension and calm a difficult or emotional situation
Conflict Resolution	The process of finding a peaceful solution to a disagreement or complaint
Professionalism	Conducting yourself with competence, respect, and integrity in the workplace
Customer Experience	The overall impression a customer has based on every interaction with your organization
Human Touch	The personal, emotional quality of human interaction that technology cannot fully replicate

The 3-Step Conflict Resolution Framework

When a customer is upset, your response in the first 30 seconds determines everything. Use these 3 steps every time.

01

ACKNOWLEDGE

Before you solve anything, make the customer feel heard. Use their name if you know it. Reflect back what they said. Never argue, interrupt, or get defensive. Say: "I understand this has been frustrating, and I want to help you resolve this."

What NOT to say: "That's not our policy." / "You should have..." / "There's nothing I can do."

Listening

02

CLARIFY

Ask one clear question to make sure you fully understand the problem before offering a solution. Don't assume. Don't rush. A wrong solution makes things worse.

Say: "Can you help me understand exactly what happened so I can find the best solution for you?"

Listen for: The real issue (which may be different from the stated complaint), the emotional need behind the complaint, and any facts you need to act.

Clarifying

03

RESOLVE

Offer a clear, honest solution. If you can fix it — fix it. If you can't — explain what you CAN do and who can help. Always follow through on what you promise. Say: "Here's what I'm going to do for you right now..." or "I'm going to connect you with someone who can resolve this today."

Never promise what you can't deliver. Accountability builds trust.

Resolving

- AI can help you draft a follow-up email or look up a policy — but only a human can deliver this framework with genuine care.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 5: AI Ethics & Privacy
- Icebreaker: "Tell me about a time you received exceptional customer service — what made it memorable?"
- Introduce the big idea: "AI can answer questions, but it cannot replace the human connection that turns a customer into a loyal one"
- Quick poll: "What is the #1 thing customers want when they have a problem?" (Answer: to feel heard)



Step 2 — INSTRUCTION PART 1 (20 minutes)

- Active Listening: The difference between hearing and truly listening
- The 5 signs of active listening: eye contact, nodding, paraphrasing, not interrupting, asking follow-up questions
- Empathy in action: How to acknowledge feelings without agreeing with every complaint
- Body language and tone: 55% of communication is nonverbal — what are you saying without words?



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Introduce the 3-Step Conflict Resolution Framework: Acknowledge, Clarify, Resolve
- Common de-escalation mistakes and how to avoid them
- Where AI fits in customer service: drafting responses, looking up policies, suggesting solutions — but never replacing the human conversation
- Professionalism under pressure: staying calm when customers are not



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Role-play exercise: Pairs take turns playing "customer" and "service professional"
- Round 1: Handle a difficult customer complaint using the 3-Step Framework
- Round 2: Same scenario — but this time the "service professional" uses AI to look up a policy mid-conversation. How does it change the interaction?
- Class debrief: What worked? What felt unnatural? When did AI help vs. hurt the human connection?



Step 5 — CLOSING (10 minutes)

- Recap: Active listening, empathy, conflict resolution, and AI's supporting role
- Preview of Course 7: AI for Workplace Productivity
- Exit ticket: "Describe one customer interaction from your job where the human touch made all the difference — and one where AI could have helped behind the scenes"

Activity: Role-Play — The Human Touch

Time: 20 minutes | Pairs Work — 2 Rounds

Step 1 — Choose Your Scenario

Each pair selects one of the 3 customer service scenarios below. One person plays the customer, one plays the service professional. Read your scenario carefully before starting.

Step 2 — Round 1 — Human Only

The service professional handles the complaint using only the 3-Step Framework (Acknowledge, Clarify, Resolve). No AI tools. Pure human communication. The "customer" should be realistically frustrated — not impossible, but genuinely upset.

Step 3 — Round 2 — Human + AI

Repeat the same scenario. This time, the service professional may use AI (phone, tablet, or imagined) to look up a policy, draft a follow-up message, or find a solution. How does it change the interaction? Does it help or create distance?

Step 4 — Switch Roles

Swap roles and repeat both rounds with a different scenario. Everyone should experience both sides of the interaction.

Step 5 — Debrief Together

As a class, discuss: When did AI add value? When did it feel impersonal? What is the right balance between human warmth and AI efficiency?

"Scenario A — Restaurant: A customer is upset that their order was wrong and they've been waiting 40 minutes. They are speaking loudly and other guests are watching."

"Scenario B — Government Office: A constituent is frustrated that their application has been delayed for 3 months and they need the benefit urgently. They are close to tears."

"Scenario C — Retail/Service Center: A customer wants a refund for a product outside the return window. They insist they were never told about the policy and are threatening to leave a bad review."

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

What are the 3 steps of the Conflict Resolution Framework? Describe what you do at each step and give one example phrase for each.

A customer is yelling at you about a problem that isn't your fault. Walk through how you would respond using the 3-Step Framework.

What are 3 signs that you are actively listening to someone? Why does active listening matter in customer service?

Describe 2 ways AI can support a customer service interaction without replacing the human connection. Give a specific example of each.

Reflect on your own customer service style: What is one strength you bring to customer interactions? What is one area you want to improve?

To Complete Course 6, Participants Must:

✓ Attend the full 60–90 minute session

✓ Complete both rounds of the role-play activity

✓ Participate in the class debrief discussion

✓ Submit the exit reflection quiz

✓ Score 70% or higher on the knowledge check

□ The role-play is the most powerful part of this lesson — and often the most uncomfortable. Encourage participants to lean into the discomfort. The goal is not a perfect performance but honest practice. Debrief the Round 2 (Human + AI) discussion carefully: participants often discover that pulling out a phone mid-conversation — even to help — can feel dismissive to the customer. That tension is the lesson.

AI for Workplace Productivity

Course Details



Duration:
60–90 minutes



Level:
Intermediate



Audience:
Offices and business centers

Learning Objective: Participants will use AI tools to increase efficiency in at least three workplace tasks while maintaining professional judgment over all final outputs.

Assessment: Productivity challenge + before/after comparison

Course Outline

01	Brainstorming with AI Generating ideas faster and smarter
02	Summarizing & Organizing Using AI to condense and structure information
03	Drafting with AI Emails, reports, and documents
04	Automating Routine Work Identifying repetitive tasks AI can handle
05	Activity Use AI to complete a real work task in under 10 minutes

LESSON PLAN — COURSE 7

AI for Workplace Productivity

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Intermediate



Audience:

Offices & Business Centers

AI is the most powerful productivity tool most employees have never been trained to use. This lesson shows participants how to use AI to brainstorm faster, summarize smarter, draft better, and automate the routine — so they can spend more time on the work that actually requires a human.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Use AI to brainstorm ideas for at least one real workplace task
-  Apply AI to summarize a document or meeting notes in under 5 minutes
-  Draft a professional workplace communication using AI and refine it with human judgment
-  Identify at least 3 routine tasks in their role that AI could automate or accelerate
-  Maintain professional accountability by reviewing and approving all AI-generated outputs before use

Key Vocabulary

Term	Definition
Productivity	The efficiency with which tasks are completed — doing more with the same or less time and effort
Automation	Using technology to perform repetitive tasks with minimal human involvement
Summarization	The process of condensing a longer piece of content into its key points
Drafting	Creating a first version of a document, email, or communication — often refined before final use
Workflow	A sequence of steps or tasks that make up a work process from start to finish
AI-Assisted Output	Any document, message, or content that was created with AI support and reviewed by a human
Routine Task	A repetitive, predictable task that follows a consistent pattern and is well-suited for AI assistance

5 Ways AI Supercharges Your Workday

These are the 5 highest-impact ways to use AI for workplace productivity — with real examples for every role.



Brainstorming

Use AI to generate ideas, options, and approaches faster than any whiteboard session.

Examples: "Give me 10 ideas for our staff appreciation event." / "What are 5 ways we could improve our onboarding process?" / "Suggest 3 angles for this report introduction."

Human role: Choose, refine, and own the best ideas.



Summarizing

Use AI to condense long documents, meeting notes, emails, or reports into clear key points.

Examples: Paste meeting notes → "Summarize the key decisions and action items." / "What are the 3 most important points in this policy document?"

Human role: Verify accuracy and add context AI may have missed.



Drafting

Use AI to write first drafts of emails, reports, announcements, proposals, and more.

Examples: "Draft a professional email declining a vendor proposal." / "Write a 3-paragraph staff update about our new scheduling policy."

Human role: Review, personalize, and approve before sending.



Organizing & Analyzing

Use AI to sort, categorize, and make sense of large amounts of information quickly.

Examples: "Organize these 20 customer complaints into categories." / "Analyze this data and identify the top 3 trends."

Human role: Interpret findings and make decisions based on context.



Automating Routine Work

Identify repetitive tasks that follow a predictable pattern and use AI to handle them consistently.

Examples: Scheduling reminders, formatting templates, generating standard responses, creating recurring reports.

Human role: Set up, monitor, and periodically review automated outputs.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 6: Human Communication & Customer Service
- Icebreaker: "What is the most time-consuming, repetitive task in your job? What would you do with that time if AI handled it?"
- Introduce the big idea: "AI doesn't replace your job — it frees you to do the parts of your job that actually need you"
- Quick show of hands: "How many of you have used AI to help with a work task in the last month?"



Step 2 — INSTRUCTION PART 1 (20 minutes)

- The 5 Power Uses of AI for productivity: Brainstorm, Summarize, Draft, Organize, Automate
- Live demonstration: Instructor uses AI in real time to summarize a sample document and draft a staff email
- The Before/After comparison: Show the same task done manually vs. with AI — time, quality, and effort
- The golden rule of AI productivity: AI creates the draft, humans make the decision



Step 3 — INSTRUCTION PART 2 (15 minutes)

- How to build a personal AI Productivity Toolkit: your go-to prompts for your most common tasks
- Avoiding the productivity trap: when AI "help" actually slows you down
- Quality control: the 3-question review before you use any AI-generated work output
- Staying accountable: your name is on it — AI's name is not



Step 4 — PRACTICE ACTIVITY (20 minutes)

- The "10-Minute Productivity Challenge": Each participant picks one real task from their job
- Using AI (live or simulated), complete the task in under 10 minutes using at least 2 of the 5 Power Uses
- Compare: How long would this have taken without AI? What did you have to add, fix, or change?
- Share out: Each participant shares their task, their result, and one thing they had to correct or improve



Step 5 — CLOSING (10 minutes)

- Recap: The 5 Power Uses, the AI Productivity Toolkit, and the accountability rule
- Preview of Course 8: AI for Educators & Trainers
- Exit ticket: "Name 3 tasks from your job you will try using AI for this week — and what you will always review before using the output"

Activity: The 10-Minute Productivity Challenge

Time: 20 minutes | Individual Work + Class Share

Step 1 — Pick Your Task

Choose one real task from your current job that you regularly spend 30+ minutes on. Write it down. Examples: drafting a weekly report, writing a staff email, summarizing meeting notes, creating a training agenda, responding to a common inquiry.

Step 2 — Set Your Timer

You have 10 minutes. Using AI (live tool or simulated prompt on paper), complete the task using at least 2 of the 5 Power Uses: Brainstorm, Summarize, Draft, Organize, or Automate.

Step 3 — Review Your Output

Before the timer ends, apply the 3-question quality check: Is it accurate? Is it appropriate for my audience? Does it reflect my organization's voice and values? Mark anything that needs to be changed.

Step 4 — Calculate Your Time Savings

Estimate how long this task would normally take you. How much time did AI save? What did you still need to add, fix, or personalize? Was the quality acceptable after your review?

Step 5 — Share Out

Each participant shares: the task, the AI approach used, the time saved, and one thing they had to correct or improve. Class discusses: What patterns do we notice? Where does AI consistently help — and where does it fall short?

“

"What surprised you most about what AI could — or couldn't — do for your specific task?"

”

“

"What is one task you will never fully hand off to AI — even if it could technically do it?"

”

“

"How would you explain the value of AI productivity tools to a skeptical colleague who thinks AI is just a shortcut?"

”

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

Name the 5 Power Uses of AI for workplace productivity. Give one real example from your job for each.

What is the "3-question quality check" before using any AI-generated work output? Why does each question matter?

Describe the "productivity trap" — when does AI actually slow you down instead of speeding you up?

A colleague says: "I just use whatever AI gives me — it saves so much time." What would you say to them?

Build your personal AI Productivity Toolkit: List 5 tasks from your job and write a CLEAR prompt for each one that you could use starting tomorrow.

To Complete Course 7, Participants Must:

✓ Attend the full 60–90 minute session

✓ Complete the 10-Minute Productivity Challenge

✓ Submit a before/after comparison of their task

✓ Submit the exit reflection quiz including their personal AI Productivity Toolkit

✓ Score 70% or higher on the knowledge check

- 📌 The 10-Minute Productivity Challenge works best when participants use real tasks from their actual jobs — not hypothetical ones. If devices are available, let them use a live AI tool. If not, have them write out their prompts and simulate the output. The most valuable moment is Step 4: when participants realize what AI got wrong or missed. That's where the accountability lesson lands.

AI for Educators & Trainers

Course Details



Duration:

60–90 minutes



Level:

Intermediate



Audience:

Schools and training departments

Course Outline

01

AI-Assisted Lesson Planning

Generating and refining lesson ideas

02

Differentiation with AI

Adapting content for diverse learners

03

AI-Generated Assessments

Creating quizzes, rubrics, and feedback

04

Training Materials

Using AI to build guides, handouts, and presentations

05

Activity

Build a lesson plan or training outline using AI in real time

Learning Objective: Participants will use AI to design, differentiate, and assess instructional content while maintaining full responsibility for educational decisions.

Assessment: AI-assisted lesson plan submission + reflection

LESSON PLAN — COURSE 8

AI for Educators & Trainers

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min

Level:

Intermediate

Audience:

Schools & Training Departments

AI is transforming how educators plan, differentiate, assess, and communicate. This lesson equips teachers and trainers with practical AI skills for the classroom and training room — while keeping the most important truth front and center: the educator is irreplaceable.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Use AI to generate and refine a lesson plan or training outline for their subject area
-  Apply AI to differentiate instructional content for diverse learners
-  Create AI-assisted assessments including quizzes, rubrics, and feedback prompts
-  Build at least one training material (handout, guide, or presentation outline) using AI
-  Establish clear boundaries for responsible student and staff use of AI in learning environments

Key Vocabulary

Term	Definition
Differentiation	Adapting instruction to meet the diverse learning needs, styles, and levels of individual students or participants
Lesson Plan	A structured outline of instructional objectives, activities, materials, and assessments for a teaching session
Rubric	A scoring guide that describes the criteria and levels of performance for an assignment or task
Formative Assessment	Ongoing checks for understanding during the learning process — used to guide instruction
Scaffolding	Breaking complex tasks into smaller, manageable steps to support learners who need additional structure
Responsible AI Use	Guidelines that define how students and staff may appropriately use AI tools in educational settings
Training Material	Any resource — handout, guide, slide deck, or activity — designed to support learning in a professional development context

The AI Educator Toolkit — 5 Classroom Power Uses

These are the 5 highest-impact ways educators and trainers can use AI — with real classroom and training room examples.



1. Lesson Planning

Use AI to generate lesson outlines, learning objectives, discussion questions, and pacing guides in minutes.

Example prompt: "You are an experienced 8th grade science teacher. Create a 60-minute lesson plan on the water cycle for mixed-ability learners. Include an opening hook, direct instruction, a group activity, and an exit ticket."

Human role: Review, adjust for your students, and make all instructional decisions.



2. Differentiation

Use AI to adapt the same content for different reading levels, learning styles, or language needs.

Example prompt: "Rewrite this paragraph at a 4th grade reading level for a student with dyslexia. Use short sentences and simple vocabulary."

Human role: Know your students — AI doesn't. Always personalize the output.



3. Assessment Creation

Use AI to generate quizzes, rubrics, discussion prompts, and written feedback templates.

Example prompt: "Create a 10-question multiple choice quiz on the American Revolution with an answer key. Include 2 higher-order thinking questions."

Human role: Review every question for accuracy, fairness, and alignment to your standards.



4. Training Materials

Use AI to build handouts, facilitator guides, slide outlines, and staff activity instructions.

Example prompt: "Create a one-page participant handout summarizing the 5 key principles of trauma-informed teaching."

Human role: Verify content, add your organization's voice, and ensure accuracy.



5. Responsible Student AI Use

Use AI to help draft your classroom AI policy, create AI literacy activities, and model responsible use for students.

Example prompt: "Write a student-friendly AI use policy for a high school classroom that covers academic integrity, privacy, and critical thinking."

Human role: Own the policy. Teach it. Model it every day.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 7: AI for Workplace Productivity
- Icebreaker: "What is the most time-consuming part of your lesson planning or training prep? What would you do with that time if AI handled it?"
- Introduce the big idea: "AI can be your best planning partner — but it will never know your students the way you do"
- Quick show of hands: "Have you ever used AI to help plan a lesson or training session?"



Step 2 — INSTRUCTION PART 1 (20 minutes)

- The AI Educator Toolkit: 5 Classroom Power Uses — Lesson Planning, Differentiation, Assessment, Training Materials, Responsible AI Use
- Live demonstration: Instructor uses AI in real time to generate a lesson plan outline and a differentiated reading passage
- The educator's golden rule: AI generates the draft — the teacher makes every instructional decision
- What AI cannot do: know your students, read the room, build relationships, or respond to the unexpected



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Responsible student AI use: How to set clear expectations, model integrity, and teach AI literacy alongside content
- The academic integrity question: When is AI use acceptable? When is it cheating? How do you design assessments that AI can't shortcut?
- Building your personal Educator AI Toolkit: your go-to prompts for planning, differentiation, and assessment
- Privacy reminder: Never enter student names, IDs, or personal data into any AI tool



Step 4 — PRACTICE ACTIVITY (20 minutes)

- "Build It in 10" challenge: Each participant uses AI to build one real instructional resource for their subject or training area
- Options: a lesson plan outline, a differentiated reading passage, a 5-question quiz, a rubric, or a one-page training handout
- Apply the CLEAR Framework to write the prompt, then review and refine the output
- Share out: Each participant shares their resource and one thing they had to correct, add, or personalize



Step 5 — CLOSING (10 minutes)

- Recap: The AI Educator Toolkit, responsible use, and the irreplaceable educator
- Preview of Course 9: AI for Leaders & Managers
- Exit ticket: "Name one instructional task you will use AI for this week — and one thing you will always keep human in your teaching or training"

Activity: Build It in 10

Time: 20 minutes | Individual Work + Class Share

Step 1 — Choose Your Resource

Pick one real instructional resource you need for your actual classroom or training program. Choose from: a lesson plan outline, a differentiated reading passage, a 5-question quiz with answer key, a scoring rubric, or a one-page training handout.

Step 2 — Write Your CLEAR Prompt

Before you use AI, write your prompt using the CLEAR Framework. Include: Context (your subject, grade level, or audience), Length (how long or detailed), Examples (tone or format you want), Audience (who will use this), Role (tell AI to act as an experienced educator in your field).

Step 3 — Generate & Review

Use AI to generate your resource. Read it carefully. Ask: Is it accurate? Is it appropriate for my students or participants? Does it reflect my teaching style and standards? Does it protect student privacy?

Step 4 — Refine & Personalize

Make at least 3 specific edits to the AI output — add your voice, correct any errors, and personalize it for your actual learners. This step is non-negotiable.

Step 5 — Share Out

Share your resource with the class. Tell us: What did you build? What CLEAR elements did you use? What did you have to fix or add? Would you use this in your classroom or training room tomorrow?

“What would happen if a teacher used an AI-generated lesson plan without reviewing it — and it contained an error or inappropriate content?”

“How do you explain to students why they can use AI for some tasks but not others? What's the principle behind the line?”

“What is one thing AI will never be able to do in your classroom or training room — no matter how advanced it gets?”

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

Name the 5 Classroom Power Uses from the AI Educator Toolkit. Give one specific example of how you would use each in your own teaching or training context.

A new teacher asks: "Can I just use whatever lesson plan AI gives me?" What would you tell them — and why?

How do you design an assessment that AI cannot shortcut? Give one specific strategy.

What are 3 things you must never enter into an AI tool when working with student or participant data? Why does each one matter?

Write your personal Educator AI Policy in 3 sentences: What will you use AI for? What will you always keep human? What will you teach your students or participants about AI?

To Complete Course 8, Participants Must:

✓ Attend the full 60–90 minute session

✓ Complete the "Build It in 10" activity

✓ Submit their AI-generated and refined instructional resource

✓ Submit the exit reflection quiz including their personal Educator AI Policy

✓ Score 70% or higher on the knowledge check

- The 'Build It in 10' activity is most powerful when participants use their actual subject area or training topic. Encourage specificity — the more real the task, the more meaningful the learning. The discussion question about academic integrity often generates the richest conversation. Don't rush it. This is where educators wrestle with the hardest question in AI education: not 'can students use AI?' but 'what does learning mean in an AI world?'

AI for Leaders & Managers

Course Details

**Duration:**

60–90 minutes

**Level:**

Leadership

**Audience:**

Management and government

Course Outline

01

AI as a Decision Support Tool

Using data and AI insights responsibly

02

Workforce Planning with AI

Forecasting, scheduling, and resource allocation

03

Coaching & Problem-Solving

How AI can support (not replace) leadership

04

Responsible Oversight

Ensuring your team uses AI ethically

05

Activity

Use AI to analyze a leadership challenge and present a solution

Learning Objective: Participants will apply AI tools to support strategic decision-making while demonstrating responsible oversight and ethical leadership.

Assessment: Leadership case study + group presentation

LESSON PLAN — COURSE 9

AI for Leaders & Managers

Full Lesson Plan — 60 to 90 Minutes



Duration:

60–90 Min



Level:

Leadership



Audience:

Management & Government

Great leaders don't just use AI — they use it wisely, responsibly, and in service of their people. This lesson equips managers and leaders with the AI skills to make better decisions, support their teams, and maintain the ethical oversight that only human leadership can provide.

Learning Objectives & Key Vocabulary

Learning Objectives

-  Apply AI as a decision support tool while maintaining full leadership accountability
-  Use AI to assist with workforce planning, scheduling, and resource allocation
-  Identify at least 3 ways AI can support coaching and problem-solving without replacing human leadership
-  Establish responsible AI oversight practices for their team or department
-  Analyze a leadership challenge using AI insights and present a human-led solution

Key Vocabulary

Term	Definition
Decision Support	Using data, analysis, or AI tools to inform — but not replace — human decision-making
Workforce Planning	The process of forecasting staffing needs, allocating resources, and preparing for organizational change
Responsible Oversight	A leader's obligation to monitor, review, and take accountability for AI-assisted decisions made within their team
Strategic Thinking	The ability to analyze complex situations, anticipate consequences, and make decisions aligned with long-term goals
Ethical Leadership	Leading in a way that prioritizes fairness, transparency, accountability, and the wellbeing of people over efficiency alone
AI Governance	The policies, processes, and standards an organization uses to ensure AI is used safely, fairly, and responsibly
Coaching	A leadership approach that develops people's skills, confidence, and problem-solving ability through guided conversation and feedback

The Leader's AI Toolkit — 5 Strategic Uses

These are the 5 highest-impact ways leaders and managers can use AI — with real examples for management and government contexts.



1. Decision Support

Use AI to analyze data, summarize reports, model scenarios, and surface insights — then apply your leadership judgment to make the final call.

Example prompt: "Analyze these 3 staffing scenarios and summarize the pros, cons, and risks of each. I will make the final decision."

Leader's role: AI informs. You decide. You are accountable for every outcome.



2. Workforce Planning

Use AI to forecast staffing needs, identify skill gaps, draft job descriptions, and model scheduling options.

Example prompt: "Based on these workload projections, suggest a staffing model for Q3. Flag any potential coverage gaps."

Leader's role: Validate assumptions, apply organizational context, and make people-centered decisions.



3. Coaching & Problem-Solving Support

Use AI to prepare for coaching conversations, generate discussion questions, and brainstorm solutions to team challenges.

Example prompt: "I have a team member who is consistently missing deadlines. Give me 5 coaching conversation starters that focus on support rather than blame."

Leader's role: The conversation is yours. AI helps you prepare — it cannot replace your presence, empathy, or judgment.



4. Communication & Reporting

Use AI to draft staff updates, meeting agendas, performance summaries, and stakeholder reports.

Example prompt: "Draft a 3-paragraph staff update announcing our new hybrid work policy. Tone: clear, positive, and transparent."

Leader's role: Review, personalize, and approve. Your voice and values must come through.



5. AI Governance & Team Oversight

Use AI to help draft team AI use policies, create training guidelines, and monitor how AI is being used across your department.

Example prompt: "Draft a one-page AI use policy for a government department that covers data privacy, accountability, and prohibited uses."

Leader's role: Own the policy. Model the behavior. Hold your team accountable.

Lesson Breakdown — Step by Step



Step 1 — OPENING (10 minutes)

- Welcome back & quick recap of Course 8: AI for Educators & Trainers
- Icebreaker: "As a leader, what is the hardest decision you've made recently — and what information did you wish you had?"
- Introduce the big idea: "AI can give you better information faster — but it cannot give you better judgment. That's still yours."
- Quick discussion: "What do your team members expect from you as a leader that AI could never provide?"



Step 2 — INSTRUCTION PART 1 (20 minutes)

- The Leader's AI Toolkit: 5 Strategic Uses — Decision Support, Workforce Planning, Coaching Support, Communication, AI Governance
- Live demonstration: Instructor uses AI to analyze a staffing scenario and draft a team communication
- The leadership accountability principle: When AI informs a decision, the leader still owns the outcome — fully
- The difference between AI-assisted leadership and AI-dependent leadership



Step 3 — INSTRUCTION PART 2 (15 minutes)

- Responsible AI oversight: How to set expectations, monitor usage, and hold your team accountable
- AI governance for leaders: What every manager needs to know about their organization's AI policies
- The 3 leadership questions before any AI-assisted decision: Is the data accurate? Is the recommendation fair? Am I comfortable owning this outcome?
- What AI cannot replace in leadership: trust, presence, empathy, moral courage, and accountability



Step 4 — PRACTICE ACTIVITY (20 minutes)

- Leadership Challenge Case Study: Participants receive a real-world leadership scenario
- Using AI, analyze the challenge, identify options, and develop a recommended course of action
- Apply the 3 leadership questions before finalizing the recommendation
- Present findings to the group — instructor facilitates discussion on the human judgment required



Step 5 — CLOSING (10 minutes)

- Recap: The Leader's AI Toolkit, responsible oversight, and the irreplaceable human leader
- Preview of Course 10: Human Skills AI Cannot Replace
- Exit ticket: "Write your personal Leadership AI Commitment: How will you use AI as a leader? What will you always keep human? How will you ensure your team uses AI responsibly?"

Activity: Leadership Challenge Case Study

Time: 20 minutes | Individual or Small Group + Presentation

Step 1 — Receive Your Challenge

Each participant or group receives one of the 3 leadership challenge scenarios below. Read it carefully. This is a real situation that requires both AI analysis and human leadership judgment.

Step 2 — Use AI to Analyze

Use AI to help you: summarize the key issues, identify at least 3 possible courses of action, and surface any data, risks, or considerations you might have missed. Write down what AI suggested.

Step 3 — Apply the 3 Leadership Questions

Before accepting any AI recommendation, ask: Is the data accurate and complete? Is the recommendation fair to all people involved? Am I fully comfortable owning this outcome and explaining it to my team?

Step 4 — Make Your Leadership Decision

Based on your AI analysis AND your own judgment, choose a course of action. Write a 3-sentence summary: What will you do? Why? What human factors did AI miss that influenced your decision?

Step 5 — Present to the Group

Share your scenario, your AI analysis, your decision, and the human judgment that shaped it. Class discusses: Where did AI help? Where did human leadership matter most?

“

"Scenario A — Performance: Two team members are in conflict and productivity is suffering. AI analysis suggests reassigning one person based on performance data. But you know there are personal circumstances involved. What do you do?"

”

“

"Scenario B — Staffing: Budget cuts require reducing your team by 15%. AI recommends eliminating 2 positions based on productivity metrics. But the data doesn't capture mentorship, institutional knowledge, or team morale. How do you proceed?"

”

“

"Scenario C — Policy: Your organization is considering using AI to screen job applications. AI analysis shows it would save 40 hours per month. But you've read about bias in AI hiring tools. What is your recommendation to leadership?"

”

Assessment & Completion Criteria

Exit Reflection Quiz — 5 Questions

Name the 5 Strategic Uses from the Leader's AI Toolkit. Give one specific example of how you would apply each in your leadership role.

What are the 3 leadership questions you must ask before acting on any AI-assisted recommendation? Why does each one matter?

What is the difference between AI-assisted leadership and AI-dependent leadership? Give an example of each.

A manager on your team says: "I just let AI make the scheduling decisions — it's more objective than I am." How do you respond as their leader?

Write your personal Leadership AI Commitment in 3 sentences: How will you use AI as a leader? What will you always keep human? What will you ensure your team uses AI responsibly?

To Complete Course 9, Participants Must:

✓ Attend the full 60–90 minute session

✓ Complete the Leadership Challenge Case Study

✓ Present their AI analysis and human-led decision to the group

✓ Submit the exit reflection quiz including their Leadership AI Commitment

✓ Score 70% or higher on the knowledge check

- The Leadership Challenge scenarios are designed to surface the tension between AI efficiency and human values. There are no clean answers — and that's the point. The most important moment is Step 4: when participants articulate what AI missed. That's where leadership development happens. Encourage participants to be specific about the human factors — relationships, history, context, values — that no algorithm can fully capture.

Human Skills AI Cannot Replace

Course Details



Duration:

60–90 minutes



Level:

All levels



Audience:

All industries

Course Outline

01

Emotional Intelligence

Reading, managing, and responding to emotions

02

Adaptability & Resilience

Thriving through change and uncertainty

03

Creativity & Innovation

Original thinking AI cannot replicate

04

Teamwork & Relationship-Building

The power of human connection

05

Activity

Identify your top 3 irreplaceable human strengths

Learning Objective: Participants will articulate the human skills that AI cannot replicate and develop a personal plan to strengthen those skills in their professional role.

Assessment: Personal strengths inventory + action plan

AI Safety & Cybersecurity Awareness

Course Details



Duration:

60–90 minutes



Level:

All levels



Audience:

All industries

Learning Objective: Participants will identify common AI-related cybersecurity threats and apply safe practices to protect themselves and their organization.

Assessment: Threat identification quiz + safety pledge

Course Outline

01

Phishing & Social Engineering

Recognizing AI-powered scams and manipulation

02

Deepfakes & Synthetic Media

Identifying fake audio, video, and images

03

Protecting Sensitive Information

What never to enter into AI tools

04

Safe AI Practices

Organizational policies and personal habits

05

Activity

Spot the threat: Identify phishing attempts and deepfake examples

Human + AI Capstone Challenge

Course Details



Duration:

90 minutes



Level:

All levels



Audience:

Customized by organization

Course Outline

01

Review & Synthesis

Recap of key concepts from all 11 courses

02

Challenge Brief

Participants receive a real workplace problem to solve

03

Human + AI Collaboration

Teams use both human judgment and AI tools

04

Present Your Solution

Groups present findings and recommendations

05

Certification

Participants who complete all 12 courses receive a certificate

Learning Objective: Participants will demonstrate mastery of the HUMAN + AI Framework by solving a real workplace challenge using both human judgment and AI tools effectively and responsibly.

Assessment: Capstone project presentation + peer evaluation + program certificate



Congratulations — you are now a certified Human + AI Workforce Professional.

Course Series Overview

Course #/Title	Main Focus	Workplace Application
1. AI Fundamentals for Everyone	What AI is, how it works, strengths, limitations, and common AI tools	All industries
2. Human + AI: Working Together	Identifying what humans should do versus what AI can assist with	Schools, government, business
3. Prompting AI Effectively	Writing clear instructions, adding context, refining prompts, evaluating responses	Reports, emails, planning, research
4. Critical Thinking in the AI Era	Fact-checking, identifying hallucinations, bias, misinformation, and weak reasoning	Government, education, management
5. AI Ethics, Privacy & Responsible Use	Confidentiality, data protection, copyright, fairness, transparency, accountability	Especially schools and government
6. Human Communication & Customer Service	Listening, empathy, conflict resolution, professionalism, and using AI without losing the human connection	Restaurants, retail, service centers
7. AI for Workplace Productivity	Using AI to brainstorm, summarize, organize, draft, analyze, and automate routine work	Offices and business centers
8. AI for Educators & Trainers	Lesson planning, differentiation, assessments, training materials, and responsible student use	Schools and training departments
9. AI for Leaders & Managers	Decision support, workforce planning, coaching, problem-solving, and responsible oversight	Management and government
10. Human Skills AI Cannot Replace	Leadership, emotional intelligence, adaptability, teamwork, creativity, ethics, and relationship-building	All industries
11. AI Safety & Cybersecurity Awareness	Phishing, deepfakes, social engineering, sensitive information, and safe AI practices	All industries
12. Human + AI Capstone Challenge	Participants solve a real workplace problem using both human judgment and AI	Customized by organization

The Recommended Starting Course

Human + AI Fundamentals: Working Smarter Without Losing the Human Touch — a 60–90 minute introductory session.

This foundational course offers an essential introduction to Artificial Intelligence, designed to empower participants to leverage AI's capabilities effectively while ensuring human oversight remains paramount.

01

Understanding AI in Plain Language

What AI is and how it actually works

02

Real-World Examples

Restaurants, schools, government, and business

03

Simple Prompting Framework

How to write clear, effective AI instructions

04

Verify AI Responses

How to fact-check and evaluate AI-generated information

05

Human Judgment First

Situations where human control must remain in charge

AI in Action: Industry Examples

AI assists — humans decide. Here's how that looks across industries.



Restaurants

Use AI to draft menu descriptions or training materials.
People handle hospitality and difficult customer interactions.



Government

Use AI to summarize non-sensitive information. Humans retain responsibility for accuracy and policy decisions.



Schools

Use AI to develop lesson ideas. Teachers make all instructional decisions themselves.



Business

Use AI to draft reports or organize information.
Professionals apply judgment before anything is distributed.

The Bigger Picture

Learn the technology. Strengthen the human skills. Know when to use each.

Beginner Level

Foundational AI literacy and human skills for all staff

Intermediate Level

Deeper application, productivity, ethics, and communication

Leadership Level

Strategic oversight, decision-making, and responsible AI governance

A full Human + AI Workforce Training Guide — with lesson plans, staff activities, discussion scenarios, assessments, certificates, and industry-specific modules.