

COURSE 06 · BUSINESS TRACK

Team AI Enablement

One day to bring a whole team to a shared, safe level of AI use

1 DAY

7 CONTACT HOURS

HANDS-ON

A hands-on workshop for whole teams, technical or not: enough about how assistants work to judge their output, rules for safe use, practice on the team's own recurring tasks, and a shared, versioned skills library that a team admin maintains afterwards.

AUDIENCE

Whole teams in any function, plus the person who will look after the team's AI setup.

DELIVERY

Participants work on their own recurring tasks; the instructor builds the team's first skills live and hands them to the team admin.

CAPSTONE

Three automated tasks per participant and a versioned team skills library with a usage policy.

Feasibility verdict: Feasible in one day when the organisation's AI tools are licensed and set up beforehand and the team brings real tasks. One day builds habits, a shared library and a common vocabulary, not engineering skill.

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Course overview

A one-day workshop in which a team learns to hand real tasks to AI assistants safely, builds a shared library of reusable instructions, and leaves with a plan to keep practising. Participants work on their own recurring tasks; the instructor builds the team's first skills live and hands them to the team admin.

Learning outcomes

- Explain in plain terms how an AI assistant produces an answer, and why it can be confidently wrong.
- Apply the team's rules about which data may go into which tool.
- Hand a recurring task to a desktop agent such as Claude Cowork, ChatGPT or Microsoft 365 Copilot, with clear instructions, examples and a check of the result.
- Turn an instruction the team keeps repeating into a reusable skill everyone can use.
- Measure honestly how long a task took before and after, including the time spent checking.
- Follow a four-week practice plan, so the team reaches a similar level instead of splitting into experts and non-users.

Realistic depth within one day

IMPLEMENT	PRACTISE	SURVEY / DEMO
• Three of each participant's own tasks handed to an assistant • A shared team skills library • A one-page team usage policy	• Writing instructions and examples • Checking and correcting output • Measuring time saved	• Automations that connect several systems • Writing software with coding agents • Organisation-wide governance programmes

Conditions that make the schedule feasible

- The team's assistant (for example Claude Team or Enterprise with Cowork, ChatGPT Business or Microsoft 365 Copilot) is licensed, and every account works before the day.
- Each participant brings three recurring tasks from their own work, with example inputs and good outputs; confidential material is replaced by anonymised samples.
- The instructor builds the first skills live with Claude Code; the team admin learns to edit, version and distribute them.
- About 4.5 hours of hands-on work on participants' own tasks and 2.5 hours of explanation and demonstrations.
- A follow-up check-in after four weeks reviews the practice plan and the skills library.

Recommended participant profile

Primary audience. Teams in marketing, sales, finance, HR, operations, customer support, legal or research, their managers, and one or two team admins who will own the setup afterwards.

Prerequisites. None beyond everyday office software. Participants need an account for the team's assistant and three recurring tasks prepared.

Class size. 8–20 participants per instructor; above 20, a second facilitator or two sessions.

The day: Working with AI as a team

Give everyone on the team the same safe working habits and a shared set of reusable skills.

Time	Module	Content and activity
09:00–09:30	How assistants work	Enough mechanics to judge the output: prediction, context, tools, why answers sound certain when they aren't, and what each tool can reach.
09:30–10:30	Safe use	Which data may go where, confidentiality, copyright, checking facts and figures, and when a person signs off. Drafting the team's usage rules.
10:30–10:45	Break	Coffee and questions.
10:45–12:15	Lab 1: first tasks LAB	Each participant hands their recurring tasks to a desktop agent, checks the results and notes what went wrong.
12:15–13:15	Lunch	Lunch break.
13:15–14:00	From prompts to skills	Instructions, examples and reference files packaged as a reusable skill. The instructor builds the team's first skills live with Claude Code.
14:00–15:00	Lab 2: the team library LAB	Participants turn their best instructions into skills, test them on each other's tasks and add them to the shared library.
15:00–15:15	Break	Coffee and questions.
15:15–16:15	The admin's job	Versioning, distributing and retiring skills; connectors and permissions; collecting feedback from the team.
16:15–17:00	Measuring and practising CAPSTONE	Before-and-after timing for each task, the team usage policy and the four-week practice plan.
17:00–17:30	Review CAPSTONE	Each participant shows one task, what it saves and what still needs a person.
DAY OUTPUT Three automated tasks per participant, a versioned team skills library, a usage policy and a four-week practice plan.		

Labs and capstone

Lab 1: First tasks	Three recurring tasks per participant handed to an assistant, with a note on what had to be corrected.
Lab 2: Team skills library	Reusable skills, tested on colleagues' tasks and added to a versioned library.
Lab 3: Practice plan	Before-and-after timings, the team usage policy and a four-week practice schedule.

Capstone specification

- Every participant has three of their own recurring tasks working with an assistant, each with a recorded check of the output.
- A shared skills library with an owner, a version history and a short description of each skill.
- A one-page usage policy: approved tools, data rules, review duties and who to ask.
- Before-and-after timings for each task, including the time spent checking.
- A four-week practice plan with one small exercise per week and a date for the follow-up check-in.

Tools and materials

Assistant	The team's licensed assistant (Claude with Cowork, ChatGPT or Microsoft 365 Copilot) Teams learn fastest in the tool they will use the next morning.
Skills	Agent Skills: folders of instructions, examples and reference files A reusable format the admin can version and distribute, instead of prompts copied between chats.
Skill authoring	Claude Code (instructor) Builds and tests the first skills quickly, so the day's time goes to the team's own tasks.
Distribution	The organisation's admin console or a shared repository One place where the current version of every skill lives.
Measurement	A timing sheet Makes time saved visible, including checking time, so the team keeps what works and drops what doesn't.

Discussed, not taught hands-on

- Automations that connect several systems are the subject of Course 4.
- Writing software with coding agents is covered in Course 3.
- Organisation-wide strategy and governance are covered in Course 5; the workshop produces a team-level usage policy only.

One day builds safe habits, a shared library and a common vocabulary. It doesn't turn participants into engineers, and the time savings depend on the four weeks of practice that follow.