

AI 101 (Non-Technical) – Applied AI for Knowledge Work

OEM: Galvanize • Code: AI_101_NON_TECHNICAL_APPLIED_AI_FOR_KNOW

COURSE DESCRIPTION

AI 101 (non-technical) guides participants from foundational AI understanding through readiness, prompt and process design, workflow selection, and full workflow integration. Rather than focusing on one-off prompting, participants learn how to evaluate inputs, design structured AI processes, standardize team practices, and embed AI into real workflows with appropriate human oversight and quality control.

AUDIENCE PROFILE

- Active duty service members
- Government civilians
- Reservists and national guard service members (must be on orders to attend)

PREREQUISITES

- A personal computer that is reasonably new (within the last 4-5 years)
- 16 GB RAM (8 GB acceptable, but not recommended)
- Mac or Windows OS
- Video/audio capable webcam (can be a separate webcam device)
- A reliable, strong internet connection

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Each lab builds on the previous one, moving participants from safe individual use to team-level, operational AI execution.
- Build foundational AI understanding and apply safe usage practices
- Prepare inputs and design structured, repeatable AI processes
- Evaluate outputs and apply quality control and risk-based oversight
- Identify, prioritize, and integrate AI into real workflows

COURSE OUTLINE

Module 1: Build foundational AI understanding and apply safe usage practices

- Develop a practical understanding of how AI systems are used in knowledge work, including their capabilities, limitations, and risks. Apply safe handling practices and responsible usage principles in everyday workflows.

Module 2: Prepare inputs and design structured, repeatable AI processes

- Recognize how data quality, structure, and documentation impact AI performance, and design structured prompts and reusable processes that move beyond one-off interactions.

Module 3: Evaluate outputs and apply quality control and risk-based oversight

- Use testing, review practices, and documentation standards to assess AI outputs, identify failure modes, and apply appropriate levels of human oversight based on workflow risk.

Module 4: Identify, prioritize, and integrate AI into real workflows

- Evaluate where AI can add value, prioritize opportunities, and integrate AI into workflows with clear ownership, defined roles, and consistent operational controls.

Module 5: Resulting Capability

- Participants complete the program with the ability to:
- Make informed decisions about when and where AI should be used, based on data readiness, risk, and practical constraints
- Create and maintain structured AI processes that improve consistency and reduce reliance on ad hoc prompting
- Assess the reliability of AI outputs and intervene appropriately when results do not meet defined standards
- Operationalize AI within team workflows by establishing clear expectations, controls, and points of accountability
- Participants leave with practical artifacts—including readiness assessments, process templates, scoring frameworks, quality controls, and workflow maps—that enable them to implement AI in a consistent, safe, and operationally sustainable way within their teams.