

AI Fundamentals, Tools & Enterprise Implementation

Learn to evaluate AI tools, apply prompt engineering and Copilot, and plan responsible AI adoption for enterprise use cases.

2 Days

16 HOURS

7

MODULES

36

TOPICS

COURSE OVERVIEW

This two-day AI Fundamentals program provides participants with a comprehensive understanding of the modern AI landscape, including Generative AI, Large Language Models (LLMs), AI Agents, Microsoft Copilot, and enterprise AI implementation. Through concepts, demonstrations, hands-on exercises, and discussions, participants will learn how AI technologies are transforming business processes, evaluate leading AI tools and platforms, understand responsible and secure AI adoption, and develop practical strategies for identifying, prioritizing, and implementing high-value AI use cases within their organizations.

WHO THIS COURSE IS FOR

Business Analysts

Managers

IT Professionals

Knowledge Workers

Technical Professionals

Digital Transformation Leads

PREREQUISITES

- Basic familiarity with Microsoft Word, Excel, PowerPoint, Outlook, and Teams.
- General understanding of business processes and workplace productivity workflows.
- Interest in exploring Artificial Intelligence, Generative AI, and emerging workplace technologies.
- Students must have their own access to a Microsoft Copilot license for selected hands-on lab exercises.

LEARNING OBJECTIVES

- Understand key AI concepts, including Traditional AI, Machine Learning, Generative AI, Large Language Models, and AI Agents
- Use Microsoft Copilot and other leading AI tools to improve productivity, collaboration, and knowledge management
- Apply prompt engineering techniques to generate more accurate, relevant, and business-focused AI outputs
- Identify, evaluate, and prioritize AI use cases based on business value, feasibility, risk, and implementation complexity
- Develop a practical roadmap for responsible AI adoption while considering privacy, governance, compliance, and organizational change

How the Course Is Taught

Concepts + Demonstrations + Hands-on Exercises + Discussions

COURSE SYLLABUS

7 Modules, 36 Topics

01

AI Landscape Fundamentals

TOPICS

- AI Relevance - GenAI, multimodal AI and AI adoption
- Traditional AI vs. Machine Learning vs. Generative AI vs. AI Agents
- Key developments transforming companies and business processes
- AI market landscape - Microsoft, OpenAI, Google, Claude and other major players
- Make vs. Buy
- AI sovereignty

02

Generative AI, LLMs & AI Agents

TOPICS

- How Large Language Models (LLMs) work - tokens, context, training and inference
- Prompts, system instructions, context and multimodal AI
- Generative AI vs. AI Agents - from answering questions to taking actions
- Agent fundamentals
- Examples of agents for research, customer service, IT operations and business automation

03

Microsoft Copilot & AI-Powered Productivity

TOPICS

- Microsoft Copilot ecosystem - Microsoft 365 Copilot, Copilot Chat and Copilot Studio
- Working with organizational context and business data
- Copilot in Word, PowerPoint and Excel
- Copilot in Outlook and Teams - email assistance, meeting summaries, action items and communication
- Practical Copilot use cases for managers, business users, analysts and technical professionals

04

AI Tools, Prompt Engineering & Knowledge Management

Focus: Selecting and effectively using modern AI tools.

TOPICS

- Which AI tool is suitable for which use case - ChatGPT, Claude, Microsoft Copilot and others
- Prompt engineering fundamentals - role, context, task, constraints and examples
- Working with ready-made prompts and developing reusable prompts
- Google NotebookLM for document-based knowledge discovery and summarization
- Comparing AI tools based on capability, security, context handling and enterprise suitability

05

AI, Data Protection & Responsible AI

TOPICS

- AI hallucinations - causes, limitations and techniques for improving reliability
- Data privacy, confidential information and secure use of AI tools
- Responsible AI - fairness, transparency, accountability and human oversight
- EU AI Act and emerging AI regulations
- Enterprise AI governance, policies and risk management

06

AI Use Cases & Implementation in the Enterprise

TOPICS

- Identifying and developing high-value AI use cases
- Common AI implementation mistakes and organizational challenges
- Use-case prioritization - business value, feasibility, risk and complexity
- Designing an AI solution - Copilot, automation, RAG, agent or custom AI application
- Industry examples - Healthcare, Finance, Manufacturing, Retail, IT and Professional Services

07

AI Strategy and Roadmap

TOPICS

- First 90 days - Discover to Prioritize to Pilot to Measure to Scale
- Building an AI adoption and implementation roadmap
- Measuring AI impact - productivity, cost, quality, adoption and business outcomes
- Learning, adapting and scaling successful AI applications
- Final use-case presentations, discussion and next steps

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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