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# Introduction to Generative Artificial Intelligence (Gen AI) for Production Staff

21 – 25 June 2027
London (UK)



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## Introduction

As organisations move toward becoming more AI-enabled, Generative Artificial Intelligence is increasingly being used to improve productivity, accelerate innovation, simplify workflows, and support better-informed decision-making. However, employees need more than access to AI tools; they require a clear understanding of how these tools work, where they can add value, and how to use them responsibly and securely.

The Introduction to Generative Artificial Intelligence for Production Staff course is designed specifically for operational and Production staff working in print centres, manufacturing environments, and other technical workplaces. It provides participants with a practical introduction to artificial intelligence, Generative AI, and the everyday applications of tools such as Gemini.

The course focuses on developing essential Gen AI literacy without relying on complex technical concepts. Participants will learn how to communicate effectively with AI tools through simple prompting techniques, use Gemini to support routine workplace tasks, review AI-generated outputs, and identify potential risks such as inaccurate information, misinformation, and disinformation.

Delivered through interactive demonstrations, hands-on activities, guided exercises, and realistic Production-related scenarios, the course helps participants build the confidence needed to use Generative AI in their daily work and personal lives while protecting confidential, personal, and organisational information.

Course Duration: 8 hours delivered through two 4-hour sessions.

## Course Objectives

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



- Understand the basic concepts of artificial intelligence and Generative Artificial Intelligence.
- Explain how Generative AI differs from traditional artificial intelligence systems.
- Recognise the capabilities, limitations, and common applications of Gen AI tools.
- Apply simple yet effective prompting techniques when using Gemini and similar AI tools.
- Use Gemini to support day-to-day Production and operational work tasks.
- Apply Generative AI to summarising information, generating ideas, drafting content, and improving routine workflows.
- Use AI responsibly, ethically, securely, and in accordance with workplace policies.
- Protect confidential, personal, and organisational information when interacting with AI tools.
- Review and verify AI-generated content before using it in workplace decisions or communications.
- Recognise misinformation, disinformation, bias, inaccurate outputs, and other risks associated with Generative AI.
- Identify appropriate and inappropriate uses of AI within the workplace.
- Build confidence in using Generative AI tools in daily work and personal activities.

## Course Outlines

### Day 1: Understanding Generative AI and Using Gemini

#### Introduction to Artificial Intelligence

- Understanding the basic meaning of artificial intelligence.
- How AI is currently used in organisations and everyday life.
- Differences between traditional AI and Generative AI.
- Understanding how Generative AI creates text, ideas, summaries, images, and recommendations.
- Common opportunities and limitations of AI technologies.
- The role of human judgement when working with AI-generated information.

#### Generative AI in Production and Manufacturing Environments

- The role of Generative AI in Production and operational workplaces.
- How AI can improve productivity and simplify daily workflows.
- Using AI to accelerate innovation and workplace problem-solving.
- Supporting informed decision-making through AI-generated insights.
- Identifying repetitive tasks that may benefit from AI support.
- Exploring practical Gen AI applications for Print Centre and Production staff.

#### Introduction to Gemini and Other AI Tools

- Understanding Gemini and its core capabilities.
- Accessing and navigating the Gemini interface.
- Differences between Gemini and other Generative AI tools.
- Selecting the appropriate AI tool for a specific task.
- Understanding what information should and should not be entered into AI systems.
- Facilitator-led demonstration of Gemini in practical workplace situations.



### Simple and Effective Prompting Techniques

- Understanding what a prompt is and why prompt quality matters.
- Writing clear, specific, and useful instructions.
- Providing the correct context, task, and expected output.
- Improving weak or unclear prompts.
- Using follow-up prompts to refine AI-generated results.
- Asking Gemini to simplify, summarise, organise, or rewrite information.
- Common prompting mistakes and how to avoid them.

### Hands-On Activities

- Creating a basic prompt using a workplace scenario.
- Comparing unclear prompts with well-structured prompts.
- Using Gemini to summarise a short operational document.
- Asking Gemini to organise information into clear steps.
- Generating simple ideas for improving a routine Production task.
- Reviewing and discussing the quality of AI-generated responses.

## Day 2: Practical Applications, Responsible Use, and AI Risks

### Applying Gemini to Day-to-Day Work Tasks

- Using Gemini to support routine workplace activities.
- Drafting simple workplace messages and communications.
- Summarising instructions, reports, and operational information.
- Converting complex information into clear and accessible language.
- Creating checklists, task lists, and step-by-step procedures.
- Generating ideas for workflow and productivity improvements.
- Supporting meeting preparation and note organisation.
- Using AI tools to assist learning and personal development.

### Production-Based AI Use Cases

- Exploring realistic AI applications within Print Centre operations.
- Supporting shift communication and task handover.
- Organising routine Production information.
- Developing basic safety reminders and operational checklists.
- Simplifying technical instructions for different employee groups.
- Generating draft training notes and internal guidance.
- Brainstorming solutions to common operational challenges.
- Identifying tasks where human review and approval remain essential.



**Responsible and Secure Use of AI at the Workplace**

- Understanding responsible and ethical AI use.
- Following organisational AI policies and approved-tool requirements.
- Protecting confidential, personal, client, and business information.
- Avoiding the disclosure of sensitive Production or operational data.
- Understanding data privacy and information-security risks.
- Recognising when AI tools should not be used.
- Maintaining accountability for work completed with AI support.
- Using AI as an assistant rather than a replacement for human judgement.

**AI-Generated Content, Misinformation, and Disinformation**

- Understanding how AI-generated content is produced.
- Recognising that AI tools may generate inaccurate or fabricated information.
- Differences between misinformation and disinformation.
- Identifying potentially misleading, biased, or manipulated content.
- Checking sources and verifying important information.
- Questioning unrealistic, incomplete, or unsupported AI outputs.
- Avoiding the automatic acceptance of AI-generated recommendations.
- Applying human review before sharing or using generated content.

**Practical Exercises and Knowledge Checks**

- Identifying confidential information that should not be shared with Gemini.
- Reviewing AI-generated content for errors and misleading statements.
- Improving an inaccurate or incomplete AI response.
- Applying prompting techniques to a realistic Production task.
- Comparing appropriate and inappropriate workplace uses of AI.
- Developing a simple responsible-AI checklist.
- Completing a practical assessment using Gemini.
- Group discussion on opportunities and risks of Generative AI at work.



## Why Attend this Course: Wins & Losses!

- Develop a clear and practical understanding of artificial intelligence and Generative AI.
- Build essential Gen AI literacy without requiring a technical background.
- Gain hands-on experience using Gemini and other relevant AI tools.
- Learn simple prompting techniques that produce clearer and more useful results.
- Improve productivity by using AI to support routine workplace tasks.
- Simplify operational information, instructions, reports, and communications.
- Explore practical AI use cases relevant to Production and manufacturing environments.
- Strengthen the ability to identify inaccurate AI-generated content.
- Understand misinformation, disinformation, bias, and AI-related risks.
- Protect confidential and organisational information when using AI.
- Use Generative AI more responsibly, securely, and confidently.
- Support the organisation's journey toward becoming AI-enabled.

## Conclusion

The Introduction to Generative Artificial Intelligence for Production Staff course provides an accessible and highly practical starting point for operational employees who want to understand and use Generative AI effectively.

Through demonstrations, hands-on activities, realistic Production scenarios, and guided use of Gemini, participants will learn how AI can support daily tasks, improve productivity, enhance workflows, and assist with information organisation and decision-making.

The course also ensures that participants understand the limitations and risks of AI. It emphasises the importance of human judgement, information verification, responsible use, workplace security, and the protection of confidential data.

**By the end of the programme, participants will be better prepared to use Gemini and other Generative AI tools confidently, responsibly, and securely while contributing to the organisation's wider objective of becoming an AI-enabled workplace.**

