

MB2 Solutions

Artificial Intelligence (AI) Practical Essentials for Administration and Management Training

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Course Overview

The Artificial Intelligence (AI) Practical Essentials for Administration and Management training is designed to equip administrative and management professionals with the foundational knowledge and hands-on skills needed to effectively apply AI in their daily work.

As organizations adopt smarter technologies, the ability to automate routine tasks, streamline workflows, and support data-driven decisions has become essential. This practical course introduces participants to user-friendly AI tools and techniques that can enhance productivity, communication, reporting, and operational efficiency—without requiring advanced technical skills.

Through real-world examples and guided practice, participants will gain the confidence to integrate AI into administrative functions and lead their teams in adapting to the future of work

Training Methodology

- Hands-on tool demonstrations and guided practice
- Real-world case studies and simulation
- Group discussions and interactive activities
- Take-home templates and job aids

Who is this Training Course for?

This training course is suitable to a wide range of professionals but will greatly benefit:

- HR Managers and Directors
- Talent Acquisition Specialists
- Learning and Development Professionals
- Workforce Planning and Analytics Experts
- Organizational Development Professionals
- Anyone in HR looking to leverage AI for business impact
- HR Personnel
- Administrative Officers and Executive Assistants
- Office Managers and Operations Staff
- Finance Administrators
- Project Coordinators
- Department Heads and Middle Managers

Course Objectives

By the end of the training, participants will be able to:

- Understand the key AI technologies and their relevance to administrative and management functions.
- Identify routine and strategic processes that can benefit from AI-driven automation.
- Use practical AI tools (like ChatGPT, Microsoft Copilot, Power Automate, and Google AI tools) for reporting, communication, data management, and workflow optimization.
- Improve productivity and accuracy in document handling, planning, and internal communications.
- Address ethical, data privacy, and governance considerations when implementing AI in administrative settings

How will this Training Course be Presented?

This training course will employ a blended learning approach, combining interactive lectures, group discussions, and practical exercises.

Participants will engage in hands-on activities, case study analyses, and live demonstrations of AI tools. Emphasis will be placed on collaborative learning, allowing participants to exchange ideas and apply concepts to real-world scenarios.



Course Outline

Introduction to Artificial Intelligence in Administration and Management

1. Morning Session:

- What is AI? Understanding AI, ML, NLP, and automation
- Key trends: AI in the workplace and its impact on administration
- The evolving role of administrators and managers in the age of AI

2. Afternoon Session:

- Case studies: How AI is being used in HR, finance, logistics, and office management
- Tools overview: Microsoft Copilot, ChatGPT, Google Workspace AI, Power BI, and more
- **Activity:** AI-readiness self-assessment for your organisation

AI for Communication, Document & Task Management

1. Morning Session:

- Automating email responses and calendar scheduling with AI
- Generating professional documents, letters, and reports using AI

2. Afternoon Session:

- Summarising meeting notes and creating action plans with AI tools
- Introduction to AI-based task management and virtual assistants (e.g., Microsoft Copilot, Notion AI, Google Duet)
- **Activity:** Practice session using AI tools to manage admin task

AI for Data Handling, Reporting, and Decision Support

1. Morning Session:

- Basics of data analysis for non-technical professional
- Using AI for data cleaning, visualisation, and insights (Power BI, Excel AI, Google Sheets AI)

2. Afternoon Session:

- Building simple dashboards and automated reports
- AI-powered decision-making: using insights to support planning and policy
- **Activity:** Creating a report or dashboard using AI tools

AI for Workflow Automation and Process Efficiency

1. Morning Session:

- Introduction to process automation with AI
- Using tools like Microsoft Power Automate and Zapier to streamline workflows

2. Afternoon Session:

- Automating document approvals, notifications, reminders, and form responses
- Integrating AI into HR, procurement, and records management processes
- **Activity:** Designing a simple automated workflow



Course Outline

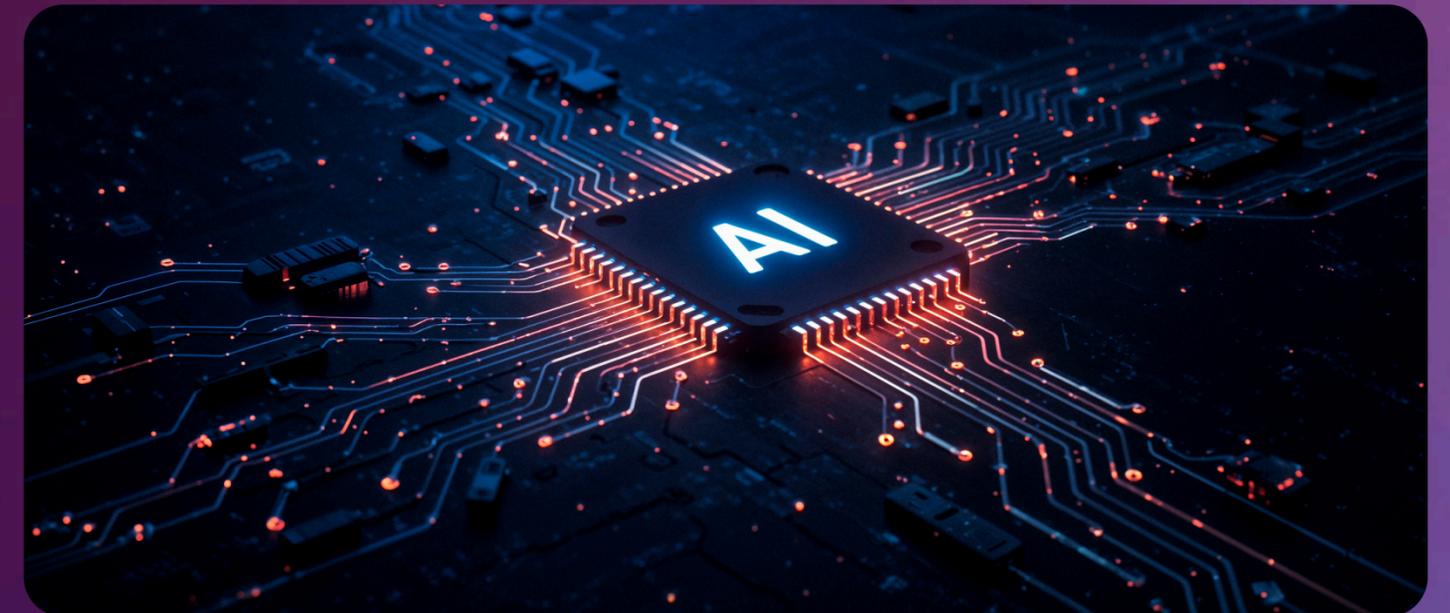
Ethics, Implementation Planning, and Practical Simulation

1. Morning Session:

- Ethical use of AI in administration (bias, privacy, transparency)
- AI policy, compliance, and risk management

2. Afternoon Session:

- Implementation roadmap: planning AI integration in your department
- Capstone simulation: Use AI tools to complete a management task from start to finish
- **Activity:** Present group action plans for AI adoption in your organization



Time Table

08:30 –09:30	Morning Session
09:30 –11:30	Morning Session
11:30 –11:50	Tea Break
11:50 –12:20	Morning Session
12:20 –13:00	Morning Session
13:00 -14:00	Lunch Break
14:00 –15:00	Afternoon Session
15:00 –15:30	Afternoon Session
15:30 –16:00	Afternoon Session

Starting Times

08:30 CAT

06:30 GMT

Finishes

16:00 CAT

14:00 CAT



Participant/Institution Registration form



Payment Details

BankName: FIRST NATIONAL BANK(FNB)
AccountName: Mothipa Business Solutions
Account Number: 62244701753
Branch name: Rids@Mall

Invoice Details

Attention name : _____
Department : _____
Email : _____
Telephone : _____

Please register by completing the participant's details and email
back immediately to: info@mb2solutions.co.za

Participant Full Details

First name : _____ Last name : _____

Job title : _____ Department : _____

Head of Department : _____ Email: _____

Direct Head no: _____

Dietary Requirements: _____ Regular _____ Vegetarian _____

Halaal _____

I hereby acknowledge that I have read and understood all the terms and conditions of registration and have the authority to approve the registration on behalf of the company

CO

Name : _____ Position : _____ Date : _____

Approving Manager's Signature : _____ Company name : _____ VAT Number: _____

Email : _____ Direct line: _____ Company Reg no: _____



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