

# How to Use AI Tools with Confidence: A Hands-On Workshop

## Learning Objectives

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- Understand the Foundations of Generative AI Including Key Definitions, Effectively Prompting Large Language Models (LLMs), and Usage Across Platforms
- Do a “Deep Dive” on AI Building a Chatbot, Business Use Cases and Communication Tools
- Look into the Future with Generative AI Including Recognizing Risks and Mitigations, Staying Current, and How Your Business Can Adapt

## Foundations of Generative AI

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- Understand the Fundamentals of Generative AI and How That Impacts Your Business
- Identify and Recognize Effective Prompting Techniques

## Deeper Dive

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- Identify Over 10 Tools That are Available for Current Use By Your Organization
- Understand How to Customize a Chatbot Using Low-Code/No-Code Tools

## Into the Future with Generative AI

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- Look Into the Future with Generative AI Including Recognizing Risks and Mitigations, Staying Current, and How Your Business Can Adapt