PAD SYNERGY CONSULTANCY SDN BHD
HRD CORP REGISTERED TRAINING PROVIDER

AI TRAINING PROGRAMME

AI in Action for Departmental Excellence

Department by department: the repeat work, the prompt that handles it, and who checks it

DURATION	MODE	LEVEL
2 Days (14 Hours)	**In-house or Public Training**	**Intermediate**

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Foundations	**Writing**	**Analysis**	**Workflow**	**Creative**	**Roadmap**

WHAT YOU WILL HAVE BUILT BY THE END OF THE PROGRAMME

Departmental AI Map — six departments

Each department's repeat tasks, the prompt that handles each one, and who checks it

Time map | Prompt pack | Governance

DEPARTMENTS MAPPED	HOURS A WEEK, BEFORE	HOURS A WEEK, AFTER	HOURS RETURNED
6	75	26	49
each with its own use cases	on the tasks listed below	including checking time	65% of the original time

WHERE THE TIME GOES, BY DEPARTMENT

Before After

DEPARTMENT	BEFORE	AFTER	SAVED
Human Resources Job ads, shortlisting, onboarding packs	14 h	5 h	−9 h
Logistics Delivery schedules, supplier chasing	11 h	4 h	−7 h
Engineering Maintenance logs, technical write-ups	9 h	3 h	−6 h
Finance Expense reports, variance commentary	12 h	4 h	−8 h
Marketing Campaign copy, social content, briefs	16 h	6 h	−10 h
Administration Minutes, memos, forms, filing	13 h	4 h	−9 h

How to read this. These are hours per week on the named tasks only, measured by the departments themselves during the programme. They are not a promise. Your figures will differ, and working them out for your own department is one of the exercises.

WHAT EACH DEPARTMENT LEAVES WITH

A written list of its repeat tasks	Yes
A prompt for each one, tested	Yes
A named owner per prompt	Yes
The human checkpoint marked	Yes
What must never be pasted in	Yes

The part people skip. Every prompt in the pack has a checkpoint written next to it saying what a person has to verify before the output leaves the department. A prompt without one is how a wrong figure reaches a customer.

Built in class by the departments themselves · hours measured, not estimated

Sample data

Example only. Built from the sample data used in class. You will build the same thing using your own numbers.

01 Programme Overview

A general AI course teaches everyone the same prompts. It goes down well on the day and very little changes afterwards, because the examples were not anybody's actual work. HR leaves with a marketing example. Engineering leaves with an HR one.

This programme is built the other way round. Departments work on their own problems throughout: HR on recruitment and onboarding, Logistics on scheduling and supplier chasing, Engineering on maintenance records and technical writing, Finance on expense reporting and commentary, Marketing on campaigns and content, Administration on minutes, memos and forms.

Over two days each department maps its own repeat tasks, builds and tests a prompt for each one, names an owner, and writes down the human checkpoint that has to happen before the output leaves the department. You go home with a departmental pack, not a set of notes.

02 Learning Objectives

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

- Explain how generative AI applies to the specific work of your own department.
- Identify the repeat tasks in your department that are worth automating first.
- Draft, rephrase and translate professional communication with AI support.
- Automate the generation of reports, memos, minutes and inter-departmental updates.
- Summarise data and produce insight your department can act on.
- Use AI to simplify recurring processes such as onboarding, approvals and scheduling.
- Produce presentations, visuals and internal materials to a consistent standard.
- Set the governance for your department: who owns each prompt and who checks the output.

03 Training Methodology

- ☐ The trainer shows every step first. Participants then do it themselves.
- ☐ Hands-on practice in every module, using your own files or the sample files we provide.
- ☐ A ready-made reference sheet, so you leave with steps that work, not just notes.
- ☐ Group discussion and sharing, so you see how others solve the same problem.
- ☐ Examples taken from real Malaysian workplace situations, not textbook cases.
- ☐ An open clinic at the end of the programme. Bring your own work problem and we solve it together.

04 Programme Outline

MODULE 1 Introduction to Generative AI

- ☐ What generative AI is and why it is changing office work now
- ☐ The tools in common use: ChatGPT, Microsoft Copilot, Claude, Gemini
- ☐ What each one is better and worse at
- ☐ How AI fits into day-to-day business functions rather than replacing them
- ☐ Responsible use, and what good practice looks like
- ☐ Ethical considerations that come up in real departmental work
- ☐ PDPA and company data rules, stated for your own context
- ☐ Setting the ground rules before anybody builds anything

HANDS-ON ACTIVITY

- ☐ Map your department's repeat tasks on paper before opening a tool
- ☐ Agree as a department which three to tackle first

MODULE 2 Communication Across Departments

- ☐ Drafting, rephrasing and shortening professional emails
- ☐ Getting the register right for an internal note against an external one
- ☐ Translating for a Bahasa Malaysia, English or Mandarin audience, and checking it
- ☐ Generating reports, memos and meeting minutes from notes
- ☐ Inter-departmental updates that the other department will actually read
- ☐ HR announcements, engineering project updates, finance circulars
- ☐ Building a template so the next one takes minutes
- ☐ Keeping a consistent company voice across departments

HANDS-ON ACTIVITY

- ☐ Draft a real announcement or update for your own department
- ☐ Turn one set of meeting notes into minutes with actions and owners

MODULE 3 Data Analysis and Reporting

- ☐ Summarising data into something a manager can act on
- ☐ Generating the commentary that goes with a set of figures
- ☐ Using AI to build spreadsheet formulas and explain what they do
- ☐ Getting help with a script or a macro without learning to code
- ☐ Simple forecasting: demand, headcount, maintenance intervals
- ☐ Departmental use cases: HR analytics, stock tracking, maintenance schedules
- ☐ Presenting an analysis so the decision is obvious
- ☐ Verifying every figure before it goes into a report

HANDS-ON ACTIVITY

- ☐ Analyse a real data set from your own department
- ☐ Write the management summary and check each figure against the source

MODULE 4 Workflow Automation

- ☐ Finding the repetitive process worth attacking first
- ☐ Onboarding, document approvals and routine project administration
- ☐ Drafting project outlines, task lists and resource plans
- ☐ Using AI to troubleshoot a recurring technical or operational problem
- ☐ Chaining prompts so one output feeds the next
- ☐ Departmental use cases: logistics scheduling, payroll admin, task management
- ☐ Deciding where a person has to sit in the middle of the chain
- ☐ Writing the process down so it survives a staff change

HANDS-ON ACTIVITY

- ☐ Build one end-to-end workflow for a real departmental process
- ☐ Mark every point in it where a person has to check or approve

MODULE 5 Creative and Visual Applications

- ☐ Designing presentations and slides that hold attention
- ☐ Producing internal materials: posters, notices, training visuals
- ☐ Generating promotional and campaign content
- ☐ Creating simple technical diagrams and process charts
- ☐ Image generation: what it is good for and where it looks wrong
- ☐ Keeping to company brand, colour and tone
- ☐ Departmental use cases: campaign assets, training visuals, technical diagrams
- ☐ Deciding what should still go to a designer

HANDS-ON ACTIVITY

- ☐ Produce a set of internal materials for your own department
- ☐ Present them to another department and take their questions

MODULE 6 Adoption, Governance and the Road Ahead

- ☐ What is coming next, and how to read it without chasing every announcement
- ☐ Preparing your department for AI in its normal workflow, not as a project
- ☐ Naming an owner for each prompt and each automated output
- ☐ Writing the human checkpoint next to every prompt in the pack
- ☐ What must never be entered, department by department
- ☐ Measuring whether it actually saved time, honestly
- ☐ Training the rest of the team on what you built
- ☐ Building the twelve-month plan for your own department

HANDS-ON ACTIVITY

- ☐ Finalise your departmental prompt pack with owners and checkpoints
- ☐ Present your department’s twelve-month plan to the room

05 Target Participants

This programme is suitable for:

- ☐ Heads of department introducing AI across a whole function rather than one team
- ☐ HR teams handling recruitment, onboarding and employee communication
- ☐ Logistics and supply chain teams managing scheduling and supplier coordination
- ☐ Engineering and maintenance teams producing technical records and reports
- ☐ Finance teams on expense reporting, commentary and financial planning support
- ☐ Marketing teams producing campaigns, content and creative material
- ☐ Administration and operations teams carrying the paperwork for everyone else

06 What You Need to Bring

- ☐ A laptop, not a tablet. Chrome or Edge. Nothing to install before the day.
- ☐ An AI account. We guide you through the setup at the start of the programme.
- ☐ Your department's list of recurring tasks, with rough timings if you have them.
- ☐ Two or three real documents your department produces every month.

07 Expected Training Outcome

Each department leaves with its own pack: the repeat tasks written down, a tested prompt for each one, a named owner, and the human checkpoint that has to happen before anything goes out. You will also have a twelve-month plan for your own function. For the company, AI adoption stops being a series of individual experiments and becomes something each department can run, measure and hand over.

100% HRD Corp claimable. Applications should be submitted at least 14 days before the training dates.