Training: CompTIA
CompTIA AI Essentials

TRAINING GOALS:

Artificial Intelligence (AI) has evolved considerably over the years. As a modern day professional, it is important for you to understand how to leverage this emerging tool to augment and assist you with your work. The evolution of AI highlights the transition from simple automation to sophisticated, adaptive systems that can perform complex tasks and make autonomous decisions. Collectively, these elements underscore the transformative potential of AI in revolutionizing industries, enhancing human capabilities, and driving technological progress.

In this course, you will do the following:

- Understand generative AI and chatbots: Learn what generative AI is, how large language models power AI assistants, and where these tools fit in your day-to-day work. Recognize their strengths, limitations, and uncertainty.
- Create effective prompts: Develop prompts that clearly communicate purpose, context, personas, and constraints. Write concise, focused prompts that help AI assistants deliver better, more relevant responses.
- Avoid hallucinations and verify outputs: Understand why AI tools sometimes produce inaccurate information and apply simple verification strategies to check and refine responses.
- Work in conversational loops, not one-off transactions: Improve results by treating AI interactions as ongoing conversations. Use prompt chaining and iteration to build on previous responses and maintain continuity.
- Use AI responsibly with sensitive information: Recognize when inputting information into AI tools is risky, including sensitive, personal or proprietary data. Connect your behavior to your organization’s AI policies, data privacy, and security expectations.
- Identify practical AI use cases in your role: Spot high-value opportunities to use AI assistants in your daily workflows, streamline routine tasks, overcome “blank page” moments, and support better decision-

Jobs You Can Land With CompTIA AI Essentials

- Non-Technical Manager
- Human Resources (HR) Specialist
- Marketing & Content Specialist

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- Sales Representative
- Business Operations Coordinator
- Administrative Assistant
- Legal & Compliance Junior Associate
- Customer Service Representative

This training is for any office worker who wants to start safely using AI to increase their daily productivity.

CONSPECT:

- Introduction to AI Chatbots
  - Generative AI: The Tech Behind Chatbots
    - Introduction to Generative AI
    - Activity: Identifying When and How to Use AI
    - AI Tools and Models
    - The Risks of Using AI
    - Activity: Identify a Work Task
  - Basic Prompt Engineering
    - It All Starts with a Prompt
    - Elements of an Effective Prompt
    - Activity: Elements of an Effective Prompt
    - Introduction to Contextual Files
    - Right-Sizing Your Prompts
    - Activity: Crafting an Effective Prompt
- Improving AI Outputs
  - Avoiding Hallucinations and Verify Outputs
    - The Importance of Verifying AI Outputs
    - Types of Errors in AI Outputs
    - Activity: Verifying AI Outputs
  - Treating AI Interactions as Conversations
    - Engaging with AI Responses
    - What to Include in Your Second Prompt
    - Activity: Practicing Sustained Interaction
- Using AI in Your Work
  - Use AI Responsibly

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- Using AI Securely
- Risks and Rules for AI Usage
- Activity: Avoid the Risks of Using AI

- Identifying Good Uses Cases for AI
  - When to Use AI
  - AI is a Great Teacher
  - Use AI to Beat the Blank Page
  - Getting Started with Basic AI Automation
  - Types of Automated Workflows
  - Activity: Streamlining an Upcoming Task

REQUIREMENTS:

No prior experience is required - this course is designed for beginners who are new to using AI assistants in a professional context.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by CompTIA (course completion). This course is designed to help you prepare for the CompTIA AI Essentials CompCert assessment, and after successfully passing the assessment at the end of the course, you will earn a Competency Certificate.

TRAINER:

Authorized CompTIA Trainer.

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