

Install your AI app and start to experience it

There is no substitute for being familiar with what's possible with generative AI and Large Language Models, and where the boundaries of their capabilities sit currently. Spend time experimenting with what is possible, discovering crazy scenarios, and applying it to a set of real business problems. Don't stop until you've found half a dozen scenarios which make you smile 😊

Install ChatGPT or Copilot.

Install ChatGPT app on your phone, and put a shortcut to ChatGPT on your Taskbar, so that you can click to run it like an application ([How to do this](#)).

Or

Pin Copilot to your Windows Taskbar ([How to do this](#)), and bookmark it in your browser. For work, most people will find it at: <https://m365.cloud.microsoft/chat/>

If you're using ChatGPT, consider the monthly subscription for a while for the best experience:

Subscribe to [ChatGPT Plus](#) (US\$20/month)

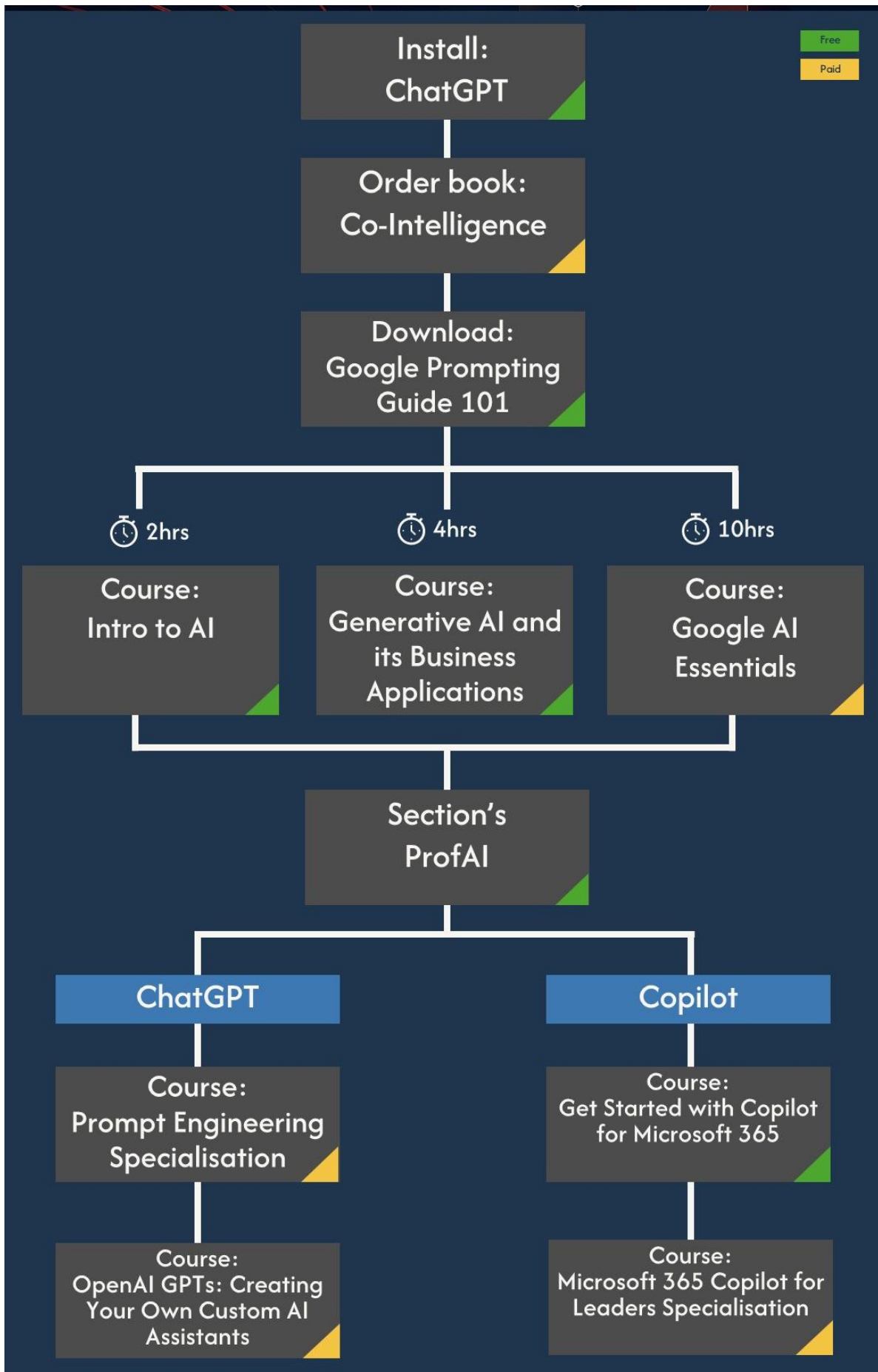
Paid versions of ChatGPT provide higher usage limits, and additional features that aren't in the unpaid version – including creating your own custom GPTs. My opinion is that something as mundane as the memory feature – which means it can use information you provided in the past to do things in the future – the way you like it to answer, your role and the way you like to tackle problems.

Read about AI

Read the book "[Co-Intelligence: Living and working with AI](#)" from Ethan Mollick - At a minimum, read first 6 chapters, up to the end of "AI as a co-worker"

Read [Google Prompting Guide 101](#) – although this is Google-branded, the principles outlined apply to all LLMs, and the structure for prompts (on page 2) is one of the clearest and easy to understand. You'll learn a lot more about these techniques through your learning journey, but having this guide handy is really useful.

The chart on the next page gives you my recommended route, allowing for how much time you have, and which AI system you expect to be using. And the rest of the document contains all the links, and a wealth of different course options that I've personally completed and recommend.



Entry courses

Today generative AI and Large Language Models are still new, and you can become the most expert person in the room with just a few weeks of learning effort! Take the time early to take these courses. In the chart I've recommended a course based on how much time you want to invest – 2, 4 or 10 hours

2 Hours: Introduction to Artificial Intelligence

<https://store.training.tafensw.edu.au/product/introduction-to-artificial-intelligence/>

Free. The National AI Centre and the NSW Government have funded free places on this online 2½ hour course, which acts as an introduction to AI (not just generative AI)

Contains 5 modules:

- About Artificial Intelligence
- AI: Towards Machine Learning
- AI: Anomaly Detection and Computer Vision
- AI: Natural Language Processing and Knowledge mining
- AI: Today and Tomorrow

4 Hours: Generative AI and its Business Applications

<https://store.training.tafensw.edu.au/product/generative-ai-and-its-business-applications/>

Free. Covers the fundamentals of generative AI and its application in business scenarios. 3-5 hour course.

Covers:

- Use of Generative AI in generating images and business applications
- Use of Text-based Generative AI for content generation and business applications
- Considerations of using Generative AI.

10 Hours: Google AI Essentials

<https://www.coursera.org/google-learn/ai-essentials>

Paid. 10 hours total. This starts at a beginner level, and is not heavily product centric – although the examples use Gemini, the information you are learning is mostly generic.

Contains 5 modules:

- Introduction to AI
- Maximize Productivity with AI Tools
- Discover the Art of Prompt Engineering
- Use AI Responsibly
- Stay Ahead of the AI Curve

A note on Coursera: They offer a monthly or annual subscription to Coursera Plus, that includes access to all the Coursera courses in this guide. It's one of the best AI learning investments you can make at this point! They also run regular promo offers, so get onto their mailing list

Recommended for all

After you've completed your entry course, I recommend taking some time to apply what you've learned before you dive into further courses.

Section's ProfAI

<https://prof.ai/>

This is a blend of a course and a coach. It's not structured like the other courses, as it's actually an AI-powered coach that teaches you to use AI in your work, not just in theory. But it's got a clear structure around prompting and application of AI. It will really help to embed what you've learned so far and teach you how to apply techniques like prompting to your specific role, with personalised exercises. This coaching will take 1-2 hours.

Contains 3 modules:

- Prompting Fundamentals
- Responsible AI Use
- Finding an AI Use Case

Which AI journey are you taking? ChatGPT or Microsoft's Copilot?

Now that you've completed the first section of your learning journey, you're now ready to spend some time learning the specifics of the AI system you are going to be spending a lot of time with in the next few years!

The great news is that many of the techniques and principles that you will learn about using AI are transferrable across different platforms. Which means if you know how to get ChatGPT to write an excellent report in your style, then the same principles will also work with Microsoft's Copilot, Google's Gemini, and a host of other AI programs. What differs might be the way you use some of the more advanced features, and the speed that some of the features are made available in the different systems. Your choice of what you use might be defined by your organisation ("We only want you to use Copilot for security reasons") or what a friend has recommended. So I've created learning journeys that are recommended based on that choice – but if you find that you don't like a particular course on Copilot or ChatGPT, you can take a look down the other side too!

ChatGPT Learning Journey

If you're mainly going to be using ChatGPT then this is the route to take as you get deeper and deeper into becoming your network's AI superstar.

1 - Prompt Engineering Specialisation

<https://www.coursera.org/specializations/prompt-engineering>

Paid course. 4 weeks at 10 hours a week. The first and third course contents are transferrable for any AI system, not just ChatGPT.

Contains 3 courses:

1. [Prompt Engineering for ChatGPT](#) (18 hrs)
 - How to apply prompt engineering to effectively work with large language models, like ChatGPT
 - How to use prompt patterns to tap into powerful capabilities within large language models
 - How to create complex prompt-based applications for your life, business, or education
2. [ChatGPT Advanced Data Analysis](#) (10 hrs)
 - Automate tasks in your work and life with ChatGPT Code Interpreter
 - Automate reading and creating PDFs, PowerPoint, Excel, images, video, and more
3. [Trustworthy Generative AI](#) (8 hrs)
 - What problems actually make sense to solve with Generative AI
 - How to frame problems and prompt engineer to produce more trustworthy results from Generative AI

2 - OpenAI GPTs: Creating Your Own Custom AI Assistants

<https://www.coursera.org/learn/openai-custom-gpts>

Paid, 7 hour course. By the end of this course, you'll learn how to create your own custom GPTs in OpenAI to help you create shortcuts for recurring jobs, demonstrate a smart capability to a customer, or create a repeatable 'wow!' moment by demonstrating a scenario that will save a customer time or money.

Contains 3 modules:

1. Custom GPT Fundamentals
2. Think: Create Great GPTs – Part 1
3. Think: Create Great GPTs – Part 2

Microsoft Copilot Learning Journey

If your organisation has decided to use Microsoft Copilot, and they are discouraging you from using anything else, then this is the journey to take. You'll learn fundamental AI techniques like prompting and how to use AI to improve your productivity. And you'll learn how Copilot works in the main Microsoft Office applications like Word, Excel and PowerPoint. Pretty soon, that Copilot that seems to be intruding into every application will become your best buddy!

1 - Get Started with Copilot for Microsoft 365

<https://learn.microsoft.com/en-us/training/paths/get-started-with-microsoft-365-copilot/> Free.

A quick start, product specific learning path from Microsoft for Copilot for Microsoft 365, and is quite product-centric (and more technical than the leaders course). A total of 2 hours across 3 modules:

1. [Introduction to Copilot for Microsoft 365](#)

This module explores the complexities of Copilot, offering insights into its functionality and Microsoft's approach to implementing AI responsibly and ethically.

2. [Explore the possibilities with Copilot for Microsoft 365](#)

This module explores the practical usage of Copilot across Microsoft 365 apps, demonstrating how to streamline workflow and increase productivity.

3. [Optimize and extend Copilot for Microsoft 365](#)

This module explores comprehensive best practices for Copilot and key extension methods, helping you understand the potential and versatility of Copilot's functionality.

2- Microsoft 365 Copilot for Leaders Specialisation

<https://www.coursera.org/specializations/microsoft-365-copilot-for-leaders>

Paid. This course is more helpful for thinking outside of the product-specific box (above) and looks at more scenarios. However, the second course does solely focus on Microsoft Copilot. 2 weeks at 10 hours a week*. Contains 3 courses

1. [Generative AI for Leaders](#) (4 hrs)

2. [Microsoft 365 Copilot: Personal Productivity for All](#) (8 hrs)

- How to assess recordings of meetings to improve plans, anticipate next steps, and help teams improve their coordination
- Which Copilot tool to use for which task and when to switch between them
- How to create and revise content using Generative AI to target different audiences or be personalised for marketing

3. [Trustworthy Generative AI](#)

- What problems actually make sense to solve with Generative AI
- How to frame problems and prompt engineer to produce more trustworthy results from Generative AI

[Alternative to above] Copilot Masterclass

<https://www.udemy.com/course/microsoft-365-copilot/>

Paid. 7 hours of on-demand video from basic to advanced use of Copilot for business users

How to use AI in your role

A lot of the courses we've already described here are full of good – but generic advice. How to use AI to speed up your writing; how to use it as a thinking partner; how to automate your work and save time.

What's missing in these courses is specific advice that's personal to you and your job. How do you use it if you're a senior organisation leader, product manager, or a PR professional, or a change manager?

There are many courses available for specific roles, and the list below only lists those which I've taken and recommend. If there's not one on the list that's right for you, then I'd recommend first checking with quality providers like Coursera, Section, or LinkedIn learning.

Courses for organisation leaders and managers

Change Management for Generative AI

<https://www.coursera.org/learn/change-management-generative-ai>

Paid. Aimed at organisation leaders, the course includes strategies for leaders who are seeking to enable change within their organisation, and the kind of pushback they might get from their teams. 2½ hour course

Design Thinking

AI x Design Thinking Workshop Series

<https://www.ideou.com/pages/ai-design-thinking-programs>

They have 3 different courses: a self-paced 8 hour online course, a 4 week Workshop series which has an online course including 7 live sessions, or an 8 week Certificate course. The Workshop series is the best value for money, and shows some deep scenarios for how AI can become your active creative and thinking partner during the process of design thinking.

Learning and Development

Generative AI as a Learning Design Partner Specialisation

<https://www.coursera.org/specializations/generative-ai-as-learning-design-partner>

Paid 3 course series explores opportunities and applications for generative AI in supporting and enhancing learning design activities and tasks. Covers using AI to create learning outcomes, draft course outlines, content, and assessments, and evaluate course design

Product Management

AI Product Management Specialisation

<https://www.coursera.org/specializations/ai-product-management-duke>

Although this course focuses on Machine Learning AI specifically, the principles it covers are applicable to broader AI technologies, including generative AI.

Education

Generative AI in Higher Education

<https://www.futurelearn.com/courses/generative-ai-in-higher-education/1>

Free (with paid certificate) 2-week course on FutureLearn, with specific content for teaching and learning in universities

Public Sector

Enhance public sector services with generative AI

<https://learn.microsoft.com/en-us/training/modules/enhance-public-sector-services-generative-ai>

Free 1 hour course on Microsoft Learn