



TRAINING PLAN: AI AT WORK

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1. TRAINING OVERVIEW

1.1 Purpose

The purpose of this training plan is to outline a blended AI learning experience for employees that builds awareness, confidence, and responsibility in using generative AI at work. The series includes asynchronous micro-learning and a live capstone session to reinforce learning and support proper workplace use.

1.2 Audience

The audience for this training includes:

- All employees with access to generative AI tools (e.g., ChatGPT, Copilot)
- All managers and team leads expected to model and monitor responsible AI use

1.3 Training Objectives

The main objectives for this training series include:

- Define generative AI and recognize common tools
- Write effective, responsible prompts for workplace tasks
- Use AI as a support tool, not a substitute for judgment or collaboration
- Apply company AI use guidelines in real-world work situations
- Avoid risky or inappropriate use of AI at work

1.4 Assumptions

The following assumptions apply to the Training Plan:

1. The eLearning modules are brief and intended to minimize disruption to daily workflow
2. The capstone session will be required for all employees as a final step in the series
3. Managers will be expected to reinforce key practices post-training

1.6 Dependencies

Successful training is dependent on the availability of:

- Access to resources for input and review of the course outlines
- Access to resources for input and review of the training materials

1.7 Risks

The following risks apply to the training for the project:

- End users want more training than required/feasible
- Changes to project occur during development and delivery of training

2. TRAINING NEEDS ASSESSMENT

The Training Needs Assessment identifies gaps in the knowledge, skills or abilities of impacted stakeholders compared to levels required to support and sustain the changes implemented.

Table 1 – Training Needs Assessment Illustrative

Topic/Function	Level of knowledge/mastery of function or topic				Relevance of knowledge and/or mastery or topic to job responsibilities				
	1	2	3	4	1	2	3	4	5
	1	2	3	5	1	2	3	4	5
	1	2	4	5	1	2	3	4	5

Illustrative only

3. TRAINING APPROACH

3.1 Training Methods

This section describes the training methods selected based on the options available and recommended for use by the project:

- **Kickoff Communication**
 - Email or 2–3 minute video message from executive sponsor or department head
 - Sets expectations, tone, and purpose of the AI training series
- **Asynchronous Microlearning Series**
 - Six (6) self-paced modules (5–10 minutes each)
 - Hosted in LMS or via shareable SCORM package
 - Developed in Articulate Storyline or Rise
- **Capstone ILT or VILT Session**
 - 30–45 minute instructor-led (virtual or in person) discussion-based session
 - Includes scenarios, ethical dilemmas, prompt critiques, Q&A, and final knowledge check
 - Facilitated by HR, Legal, or trained instructor

4. TRAINING ROLES AND RESPONSIBILITIES

Information for all individuals involved in the training series and their responsibilities.

Table 2 – Training Team Profile

Role	Responsibilities
Instructional Designer	Responsible for designing and developing the training plan with HR contact and the eLearning courses that are a part of the finalized course outline. Develop design for communications that will be released to current employees who will receive the training.
HR Contact	Responsible for working with ID to develop training that aligns with company goals and business strategy. Ensure information provided is accurate and relevant to needs of the employee. Provide list of current employees who need to receive training series and develop communication plan for rollout.
HR Admin	Responsible for final approval of training plan and courses. Provide plan for delivery to new hires in relation to current onboarding program.
LMS admin	Responsible for uploading trainings to LMS and assigning courses as needed based on provided lists from HR.
Executive Sponsor	Provides a brief kickoff message (video or written) to introduce the AI training series and emphasize the company's commitment to responsible AI use. Reviews and approves final messaging to ensure alignment with organizational values and strategic goals.
ILT/VILT Facilitator	Delivers the final capstone session, guiding discussions and scenario-based activities to reinforce key learning outcomes. Reviews training materials in advance and fosters an engaging, respectful environment for reflection and questions.

5. TRAINING MATERIALS & CURRICULUM

5.1 Training Materials

Summary of key training materials and their intended uses.

Table 3 – Training Materials Description

Material	Description	Developer	Reviewer	Final Decision
Kickoff Message	Short video/email from leadership	Exec Sponsor/ID	HR/Comms	Exec Sponsor/ HR Admin
Microlearning Modules	6 self-paced modules with interactivity	ID	HR Contact	HR admin/ Exec Sponsor
Capstone ILT/VILT Slides	Scenario-based final session with discussion prompts	ID	HR Contact	HR admin/ Exec Sponsor
Post-Course Survey	Feedback survey for learner experience and effectiveness	ID/HR Contact	ID/HR Contact	HR admin/ Exec Sponsor
Communication Plan	Comms plan for rollout of training series.	HR Contact	HR Admin ID (review to ensure messaging alignment in courses)	HR admin/ Exec Sponsor
Onboarding integration plan	Plan for how training series will be incorporated into the current onboarding plan for new employees.	HR Admin		HR Admin 2

5.2 Training Curriculum

The curriculum defines the training courses that will be developed and delivered, including the associated learning objectives, sourcing options, delivery methods and course owners. Use the table below to help plan and manage your training curriculum.

Table 4– Training Curriculum

Curriculum Code	Curriculum Name	Course ID	Course Name	Course Description	Learning Objectives	Duration (min)	Delivery Method	Course Developer	Course Owner
AI01	AI at Work Program							ID	HR
		AI01.1	AI at Work Kickoff	Video message from leadership to introduce the AI at Work training program and emphasize the importance of responsible AI use in the workplace.	Set tone and importance of responsible AI use.	2-3min	Email (can also be stored in the LMS if needed)	ID	HR
		AI01.2	What is Generative AI?	Introduces generative AI, how it works, and examples of commonly used tools like ChatGPT and Copilot.	Define AI and identify tools used in the workplace.	5	LMS	ID	HR
		AI01.3	Good prompts, Good Results	Covers how to write clear, effective prompts to get helpful and relevant responses from AI tools.	Practice writing and refining prompts for better output.	7	LMS	ID	HR
		AI01.4	Red flags and hallucinations	Explains the limitations of AI tools, including hallucinations and inaccurate or misleading outputs.	Understand the limits and misinformation risks.	6	LMS	ID	HR
		AI01.5	Responsible Use	Outlines best practices for using AI safely at work, including avoiding sensitive or proprietary data.	Learn what's safe to input, share, or generate with AI.	6	LMS	ID	HR
		AI01.6	AI as a partner, now a coworker	Discusses the role of AI as a support tool, not a replacement for human judgment, collaboration, or creativity.	Explore the role of AI as a tool vs human collaboration	6	LMS	ID	HR
		AI01.7	Policy in Practice	Applies the organization's AI guidelines to real-world scenarios employees may encounter at work.	Apply company guidelines to realistic scenarios	7	LMS	ID	HR
		AI01.8	Final capstone	Live, facilitator-led session to reinforce learning, discuss ethical dilemmas, and answer questions about workplace AI use.	Discuss scenarios, apply skills, address gray areas.	30-45min	ILT/VILT	ID	HR

8. TRAINING ROADMAP

A preliminary training schedule consists of the key training program activities. The training schedule will continue to evolve as the project progresses and additional details become available. The Training Needs Assessment, Training Curriculum, and Content Development Tracker will be critical inputs to the creation of the detailed training schedule.

Table 5– Training Roadmap

Activities	Responsible	Target Date
Training Plan	ID/HR contact	JAN 2024
Course 1	ID	FEB 2024
Course 2	ID	
Course 3	ID	
Course 4	ID	
Course 5	ID	
Course 6	ID	
Comms Plan	HR Contact	FEB 2024
Onboarding Integration Plan	HR Admin	FEB 2024
LMS upload	LMS Admin	MAR 2024
LMS assignments	HR/LMS Admin	MAR 2024

Illustrative only

9. TRAINING EVALUATION

In evaluating the effectiveness of training delivery, information will be sourced from the following areas:

- Level 1: Reaction- Post course survey and optional polling during ILT/VILT.
- Level 2: Learning- Knowledge checks in modules and final capstone scenario questions.
- Level 3: Behavior- Manager feedback, follow-up survey 60 days post training.

10. TRAINING RESOURCES & BUDGET

This section will include information on the training resources and effort (number of hours) for each project. It will include a summary of additional financial resources that may be required to develop and deliver end-user training.

Table 6– Effort Required

ROLE	HEADCOUNT	EFFORT (hours)
ID	1	200
HR Contact	1	100
HR Admin	1	50
LMS Admin	1	25
		375

Table 7– Financial Resources

Description	Budget
Headcount	\$000,000
Software license	NA
	\$000,000