

Getting Started with Claude: A Practical Workplace Guide

1. AI Foundations and Core Concepts

- AI in plain English
- Key concepts and terms

2. Meet Claude

- What is Claude?
- Models and versions
- Case studies
- Claude.ai app live tour
- Claude vs ChatGPT vs Copilot

3. Claude's Key Features

- Projects
- Artifacts
- File uploads
- Research and long-context work

4. Prompting Effectively

- The Prompt Pillars
- Continuing the conversation
- Prompt in practice
- Exercise: Creating a quality prompt

5. When to Use Claude

- Where Claude is useful
- Where Claude is less suitable

6. Use cases: Claude Across Your Work (Practical Demos)

- Writing and editing
- Policy and document review
- Research, briefing notes and reporting
- Marketing and comms
- Training materials
- Coding and technical work
- Exercise: Use Claude for a practical task

7. Responsible Use

- Responsible use checklist
- Policies and governance

8. Pitfalls & Best Practice

- Understanding hallucinations
- Data security
- Common mistakes
- Top Claude tips

9. The Future of Claude

- Where Claude is heading

10. Wrap-Up

- Quiz
- Feedback
- Review
- Resources
- Next steps
- Final Q&A