AI LITERACY FOR ALL EMPLOYEES

AI LITERACY FOR ALL EMPLOYEES **1**

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OFFICIAL COURSE

Interactive Exercises, Reflection Activities, and Knowledge Checks

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How to Use This Workbook

This workbook is designed to help you actively engage with the course material.

For each video lesson, you will find:

- Key concept review questions
- Practical workplace exercises
- Reflection prompts
- Knowledge check quiz questions

To gain maximum benefit, complete each section immediately after watching the corresponding video.

VIDEO 1

Introduction to AI Literacy

Key Concepts Review

Answer the following in your own words:

1. Why is artificial intelligence becoming important in the workplace?

2. What risks arise from using AI without proper understanding?

3. Why is AI literacy considered a professional skill?

Practical Exercise

Think about your daily work tasks.

List three tasks where AI could potentially assist you.

Task 1: _____

Task 2: _____

Task 3: _____

Now write how AI might help improve each task.

Reflection Activity

Consider this question:

How confident do you currently feel about using artificial intelligence tools responsibly?

Write a brief reflection describing:

- Your current level of knowledge
- Any concerns you have
- What you hope to learn from this course

Knowledge Check Quiz

1. AI literacy refers to:
   A. Programming AI systems
   B. Understanding and using AI responsibly
   C. Eliminating human decision-making
   D. Avoiding AI tools

2. One major risk of using AI without understanding it is:
   A. Improved productivity
   B. Faster automation
   C. Incorrect decisions
   D. Increased accuracy

3. AI literacy is important because:
   A. Only technical staff use AI
   B. AI is limited to research environments
   C. AI tools are increasingly used by employees
   D. AI replaces human oversight

VIDEO 2

What Artificial Intelligence Is

Key Concepts Review

1. How is artificial intelligence defined?

2. What is the difference between AI and traditional software?

3. Why does AI rely on data to function?

Practical Exercise

Identify an AI tool you have used or seen.

Write:

- What the tool does
- What type of data it uses
- How it supports decision-making

Reflection Activity

Think about how AI is portrayed in media.

How does this differ from the reality of how AI works in the workplace?

Write a short comparison.

Knowledge Check Quiz

1. AI systems primarily operate by:
   A. Making emotional decisions
   B. Following fixed instructions only
   C. Identifying patterns in data
   D. Replacing human judgment

2. AI differs from traditional software because it:
   A. Uses data to learn patterns
   B. Cannot process information
   C. Operates without programming
   D. Eliminates human oversight

3. AI depends on:
   A. Random inputs
   B. Large amounts of data
   C. Human emotions
   D. Physical hardware only

VIDEO 3

How AI Works

Key Concepts Review

1. What are the main stages of how AI works?

2. Why is training data important for AI systems?

3. What role does human oversight play in AI outputs?

Practical Exercise

Match each stage to its description:

DATA INPUT
PROCESSING
OUTPUT
HUMAN REVIEW

Descriptions:

- Generating results based on patterns
- Learning from examples
- Verifying accuracy and applying judgment
- Collecting information used by the system

Reflection Activity

Think of a situation where AI could generate incorrect results.

Write:

- What might cause the error
- How human oversight could prevent problems

Knowledge Check Quiz

1. The first step in how AI works is:
   A. Decision-making
   B. Data input
   C. Human review
   D. Output generation

2. AI processing involves:
   A. Emotional reasoning
   B. Identifying patterns
   C. Eliminating data
   D. Replacing humans

3. Human oversight is necessary to:
   A. Train AI automatically
   B. Remove bias entirely
   C. Verify and interpret results
   D. Eliminate AI limitations

VIDEO 4

AI in Everyday Work

Key Concepts Review

Answer the following in your own words:

1. What are common ways artificial intelligence is used in daily workplace tasks?

2. How can AI improve productivity and efficiency?

3. Why is it important to maintain oversight when using AI tools at work?

Practical Exercise

Think about your current job responsibilities.

List three everyday tasks where AI could assist you:

Task 1: _____

Task 2: _____

Task 3: _____

Now describe how AI could help with each task.

Reflection Activity

Consider the impact of AI on your daily work.

Write a short reflection describing:

- Whether AI currently supports your role
- How comfortable you feel using AI tools
- What benefits or concerns you have

Knowledge Check Quiz

1. AI is commonly used in workplaces to:
   A. Replace all human roles
   B. Automate repetitive tasks
   C. Eliminate decision-making
   D. Remove oversight

2. AI improves productivity by:
   A. Slowing workflows
   B. Increasing manual work
   C. Automating routine processes
   D. Eliminating data

3. Human oversight is necessary because AI:
   A. Understands all contexts
   B. Cannot make errors
   C. May produce inaccurate outputs
   D. Replaces human judgment

VIDEO 5

AI Myths and Misconceptions

Key Concepts Review

1. What are common misconceptions about artificial intelligence?

2. Why do people often misunderstand AI capabilities?

3. How does misunderstanding AI create workplace risks?

Practical Exercise

Below are statements about AI.

Mark whether each is TRUE or FALSE:

AI can think like humans.
AI always produces accurate results.
AI can replace all employees.
AI requires human oversight.

Now explain why each statement is correct or incorrect.

Reflection Activity

Think about your own assumptions about AI before taking this course.

Write about:

- What you previously believed about AI
- What you have learned that changed your perspective

Knowledge Check Quiz

1. A common myth about AI is that it:
   A. Uses data patterns
   B. Requires human oversight
   C. Thinks like humans
   D. Produces probabilistic outputs

2. Misunderstanding AI can lead to:
   A. Improved governance
   B. Reduced risk
   C. Over-reliance on AI outputs
   D. Increased accuracy

3. AI systems:
   A. Have emotions
   B. Understand context fully
   C. Generate outputs based on data patterns
   D. Replace human judgment

VIDEO 6

How Employees Use AI Today

Key Concepts Review

1. What are typical workplace tasks where employees use AI?

2. How does AI support communication and content creation?

3. Why is it important to use AI tools responsibly?

Practical Exercise

List three workplace activities where employees commonly use AI:

Example categories:

- Writing assistance
- Data analysis
- Scheduling and automation

For each, describe how AI supports the activity.

Reflection Activity

Think about AI tools used in your organization.

Write a short response:

- What AI tools are commonly used?
- How do employees interact with them?
- What safeguards are in place?

Knowledge Check Quiz

1. Employees commonly use AI for:
   A. Eliminating oversight
   B. Automating communication tasks
   C. Replacing management decisions
   D. Removing data analysis

2. AI helps with content creation by:
   A. Replacing human review
   B. Generating draft materials
   C. Eliminating accuracy checks
   D. Preventing collaboration

3. Responsible AI use requires:
   A. Ignoring outputs
   B. Avoiding human judgment
   C. Reviewing AI results
   D. Eliminating data privacy

VIDEO 7

Prompting AI Effectively

Key Concepts Review

1. What is a prompt in artificial intelligence?

2. Why does prompt quality affect AI output?

3. What elements make a prompt effective?

Practical Exercise

Rewrite the following weak prompt to make it stronger:

Weak Prompt:

“Explain artificial intelligence.”

Write a stronger version that includes:

- Context
- Audience
- Purpose
- Format

Reflection Activity

Think about how you currently communicate with AI tools.

Write a short reflection:

- What challenges do you face when prompting AI?
- How could structured prompts improve results?

Knowledge Check Quiz

1. A prompt is:
   A. AI-generated output
   B. Instructions given to AI
   C. A data storage system
   D. A machine learning model

2. Effective prompts include:
   A. Vague instructions
   B. Clear context and objectives
   C. Random keywords
   D. No formatting guidance

3. Strong prompts improve:
   A. AI limitations
   B. Data privacy
   C. Output accuracy and relevance
   D. Human oversight

VIDEO 8

Evaluating AI Outputs

Learning Focus

In this lesson, you learned why AI outputs must always be reviewed for accuracy, relevance, and reliability before being used in workplace decisions.

Exercise 8.1 — Output Accuracy Check

Imagine an AI system provides this statement:

“Our company’s customer satisfaction increased by 40% last quarter.”

Answer the following:

1. What steps would you take to verify this information?

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2. What risks could occur if this information is incorrect?

Exercise 8.2 — Evaluation Practice

Think about a recent time you used AI.

Describe:

- What information AI generated
- Whether you verified it
- How confident you were in the results

Reflection Activity

Why is it dangerous to assume AI outputs are always correct?

Write your answer:

Quick Checklist Practice

Circle the most important evaluation step:

A. Trust AI immediately
B. Verify using reliable sources
C. Use without review
D. Ignore context

VIDEO 9

Integrating AI Into Daily Workflows

Learning Focus

This lesson explained how AI can support workflows safely while maintaining human oversight and responsibility.

Exercise 9.1 — Workflow Mapping

List three tasks in your job where AI could assist.

Task 1: _____

Task 2: _____

Task 3: _____

Now answer:

- How would AI improve efficiency?
- What human oversight would still be needed?

Exercise 9.2 — Risk Identification

Consider this scenario:

An employee uses AI to draft a client email without reviewing it.

Questions:

- What risks exist?
- What should the employee do before sending it?

Reflection Activity

Describe one workflow in your organization where AI could safely improve productivity.

VIDEO 10

Common AI Mistakes Employees Make

Learning Focus

This lesson highlighted frequent AI usage errors such as over-reliance, lack of verification, and misuse of sensitive information.

Exercise 10.1 — Mistake Identification

Match each mistake with its description:

Mistakes:

- Over-trusting AI
- Not verifying outputs
- Sharing confidential data

Descriptions:

- Accepting AI results without checking
- Uploading sensitive information
- Assuming AI is always correct

Exercise 10.2 — Scenario Analysis

Scenario:

An employee copies confidential company data into an AI tool to generate a report.

Answer:

- What mistake occurred?
- What risks does this create?
- What should be done differently?

Reflection Activity

Which AI mistake do you think employees are most likely to make? Why?

VIDEO 11

Why Ethics Matter in AI

Learning Focus

This lesson introduced ethical principles including fairness, transparency, accountability, and responsible AI decision-making.

Exercise 11.1 — Ethical Decision Scenario

Scenario:

An AI system recommends rejecting certain job applicants based on past hiring patterns.

Answer:

- What ethical concerns exist?
- How could this impact fairness?
- What should be done before using the recommendation?

Exercise 11.2 — Ethical Awareness Reflection

Write a short paragraph explaining why humans must remain accountable when using AI systems.

Quick Ethics Check

Circle the most important ethical principle:

A. Speed
B. Transparency
C. Automation
D. Convenience

BONUS ACTIVITY

AI Reflection Journal

After completing these lessons, answer:

1. What surprised you most about AI risks?

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2. What steps will you take to use AI more responsibly?

VIDEO 12

Understanding Bias in AI

Learning Focus

In this lesson, you learned how bias can enter AI systems through training data, design choices, and historical patterns, and how it can affect fairness and decision-making.

Exercise 12.1 — Bias Identification

Review this AI-generated recommendation:

"Candidates from certain universities are more suitable for leadership roles."

Answer the following:

1. Why could this recommendation be biased?

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2. What factors might have caused this bias?

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3. How could this impact fairness in hiring?

Exercise 12.2 — Real-World Reflection

Think about a workplace situation where AI bias could create problems.

Describe the situation and the possible consequences.

Quick Knowledge Check

Bias in AI most often comes from:

A. Hardware failures
B. Training data and design choices
C. Internet speed
D. User interface design

VIDEO 13

AI Privacy Risks

Learning Focus

This lesson explained how AI tools can create privacy risks when sensitive, personal, or confidential information is entered into systems.

Exercise 13.1 — Privacy Risk Identification

Mark each situation as Safe or Unsafe:

Entering anonymized data into AI: _____

Uploading employee personal records: _____

Summarizing public information: _____

Explain why one unsafe example creates risk.

Exercise 13.2 — Data Protection Planning

List three types of sensitive data that should never be entered into AI systems.

1. _____
2. _____
3. _____

Reflection Activity

Why is protecting data especially important when using AI tools?

VIDEO 14

AI Governance and Compliance

Learning Focus

In this lesson, you learned how organizations create policies, rules, and oversight systems to ensure responsible AI use.

Exercise 14.1 — Governance Awareness

List three reasons organizations establish AI policies.

1. _____
2. _____
3. _____

Exercise 14.2 — Compliance Scenario

Scenario:

An employee uses an unapproved AI tool to analyze company financial data.

Answer:

- What governance rule was violated?
- What risks does this create?
- What should the employee have done instead?

Quick Knowledge Check

AI governance helps organizations primarily by:

A. Increasing automation speed
B. Ensuring responsible and safe AI use
C. Reducing employee involvement
D. Eliminating human oversight

VIDEO 15

Transparency and Accountability in AI

Learning Focus

This lesson focused on building trust through clear communication about AI use and maintaining human responsibility for AI-assisted decisions.

Exercise 15.1 — Transparency Reflection

Write an example of when AI use should be disclosed to others in a workplace setting.

Exercise 15.2 — Accountability Scenario

Scenario:

An AI system generates a report with errors, and an employee submits it without review.

Answer:

- Who is accountable for the mistake?
- What should have been done before submitting the report?

Exercise 15.3 — Trust Building Activity

List two actions employees can take to ensure AI use remains transparent and responsible.

1. _____
2. _____

BONUS ACTIVITY

Responsible AI Commitment

Write a short personal commitment statement describing how you will use AI responsibly in your work.

VIDEO 16

Stakeholder Engagement and Responsible AI Adoption

Learning Focus

In this lesson, you learned why engaging stakeholders is essential for responsible AI adoption and how AI decisions can impact multiple groups.

Exercise 16.1 — Stakeholder Mapping

List key stakeholders affected by AI use in your organization.

Stakeholder 1: _____

Stakeholder 2: _____

Stakeholder 3: _____

Now describe how AI decisions might impact each stakeholder.

Exercise 16.2 — Communication Planning

Why is it important to communicate openly about AI use with stakeholders?

Write your answer:

Quick Knowledge Check

Responsible AI adoption requires:

A. Automation without oversight
B. Ignoring stakeholder concerns
C. Clear communication and engagement
D. Limiting employee awareness

VIDEO 17

Real-World AI Case Studies

Learning Focus

This lesson explored real examples of AI successes and failures to understand practical lessons and risks.

Exercise 17.1 — Case Study Analysis

Think of an AI success example (such as fraud detection or customer service automation).

Describe:

- What worked well
- Why it was successful

Exercise 17.2 — Failure Scenario

Consider an AI failure example (such as biased hiring tools).

Answer:

- What went wrong?
- What lesson can be learned?

Reflection Activity

Why is it important to learn from real-world AI cases?

VIDEO 18

The Future of Work in an AI World

Learning Focus

This lesson explored how AI will transform jobs, workplace roles, and required skills in the future.

Exercise 18.1 — Future Skills Planning

List three skills employees will need in an AI-driven workplace.

1. _____
2. _____
3. _____

Exercise 18.2 — Personal Reflection

How do you think AI will change your job role in the future?

Quick Knowledge Check

AI will most likely:

A. Eliminate all jobs
B. Replace human judgment
C. Change how work is performed
D. Remove the need for learning

VIDEO 19

Building AI Confidence and a Growth Mindset

Learning Focus

This lesson focused on developing confidence, reducing fear of AI, and building a mindset of continuous learning.

Exercise 19.1 — Confidence Reflection

Write one concern you have about using AI.

Now write one way learning about AI can reduce that concern.

Exercise 19.2 — Growth Mindset Activity

Complete the statement:

"I can build confidence in using AI by…"

Reflection Prompt

Why is adaptability important when working with emerging technologies?

VIDEO 20

Implementing AI Literacy in Organizations

Learning Focus

This lesson explained how organizations can support AI literacy through training, policies, and leadership support.

Exercise 20.1 — Organizational Readiness Assessment

List three ways an organization can support AI literacy.

1. _____
2. _____
3. _____

Exercise 20.2 — Workplace Application

Describe one way AI literacy training could benefit your organization.

Quick Knowledge Check

AI literacy programs help organizations by:

A. Eliminating oversight
B. Encouraging responsible AI use
C. Replacing employee roles
D. Limiting transparency

VIDEO 21

Course Summary and Action Plan

Learning Focus

This final lesson reviewed key concepts and helped learners create a plan for continuing AI learning and responsible use.

Exercise 21.1 — Key Learning Reflection

List three important lessons you learned from this course.

1. _____
2. _____
3. _____

Exercise 21.2 — Personal AI Action Plan

Complete the following:

One AI tool I will use responsibly: _____

One AI risk I will watch for: _____

One AI skill I will continue developing: _____

Final Reflection

Write a short statement describing how this course has changed your understanding of AI.