

Course : AI as a Partner in Professional Development

Communicate effectively, take a step back, and improve your work-life balance

Practical course - 2d - 14h00 - Ref. ALP

Price : 1640 CHF E.T.

NEW

Generative artificial intelligence opens up new possibilities for developing interpersonal skills, improving communication, and gaining perspective on complex professional situations. Used as a thinking partner, it enables users to analyze a situation from different angles, prepare for sensitive conversations, identify courses of action, and structure their thinking. This training provides a practical methodology for using AI in an ethical, responsible, and effective manner to manage professional interactions, defuse tensions, and maintain work-life balance.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Using a generative AI tool to support the analysis and preparation of professional scenarios
- ✓ Formulate effective requests to obtain relevant responses and improve interpersonal communication
- ✓ Preparing for a sensitive conversation, feedback session, or negotiation using AI while maintaining a critical mindset
- ✓ Using AI to gain perspective on situations that cause stress or mental strain
- ✓ Developing a Personal Approach to Using AI to Promote Professional Efficiency and Work-Life Balance

Intended audience

Any employee who wants to improve their communication skills, their ability to take a step back, and their organizational skills using generative artificial intelligence tools.

Prerequisites

None

PARTICIPANTS

Any employee who wants to improve their communication skills, their ability to take a step back, and their organizational skills using generative artificial intelligence tools.

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

Practical details

A mix of methodological instruction, demonstrations, and hands-on practice. Case studies inspired by real-world professional situations. Individual exercises, pair work, and collaborative workshops. Dialogue simulations and role-playing exercises supported by generative AI. A cohesive educational framework enables each participant to gradually build an AI assistant for professional development. Depending on the participants' skill levels, the available tools, and the company's context, this deliverable will take the form of a personalized conversational assistant or a structured set of prompts that can be directly applied in the workplace.

Course schedule

1 Discover Generative AI as a Partner in Professional Reflection

- Identify the operating principles of generative AI and its applications in professional development
- Identify the strengths, limitations, and risks associated with the use of AI in human contexts
- Implement best practices for privacy, data protection, and compliance with the GDPR
- Craft effective prompts to elicit relevant analyses and responses
- Assess the reliability and relevance of the responses generated by AI

Hands-on work

Getting started with a generative AI tool and experimenting with different types of prompts to analyze a professional situation, rephrase a request, or prepare for a conversation. Participants evaluate the quality of the responses they receive and learn how to improve them. Overarching Theme – Step 1: Each participant defines the tasks for their future AI assistant for professional development (sensitive communication, feedback, negotiation, gaining perspective, stress management, prioritization, etc.), outlines its role, objectives, and limits of intervention, as well as the confidentiality rules that will govern its use.

2 Preparing for and Conducting Sensitive Business Discussions

- Analyze a relational situation by considering multiple perspectives
- Identify the facts, interpretations, emotions, and needs present in a conflict situation
- Crafting assertive messages inspired by the principles of Nonviolent Communication
- Preparing Constructive Feedback or a Delicate Request with the Help of AI
- Adapting communication to interpersonal challenges and the profiles of the people you're talking to

Hands-on work

Case studies in small groups based on real or fictional professional situations. Partner exercises in rephrasing, active listening, and assertive communication. Simulations of difficult conversations in which the AI proposes several dialogue scenarios, which are analyzed and then acted out by the participants before a group debriefing. Overarching Theme – Step 2: Enhancing the assistant with communication methods (DESC, Nonviolent Communication, distinguishing between facts, interpretations, emotions, and needs; active listening). Participants test different phrasings to improve the relevance of the responses generated.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Enhancing Your Interpersonal Impact in Complex Contexts

- Prepare for a professional negotiation by identifying the interests of the various parties
- Structuring Your Arguments and Anticipating Objections with the Help of AI
- Adapting Your Message to Multicultural, Hybrid, or Remote Environments
- Identify cognitive biases that may influence the interpretation of a situation
- Develop a constructive, solution-oriented approach to communication

Hands-on work

Role-playing exercises in groups of three focused on a professional negotiation (workload, priorities, resources, disagreements with a manager or colleague). Participants use AI to prepare their arguments, identify the interests of the various parties, anticipate objections, and tailor their communication to the profile of the person they are speaking with. Group debriefing on the most effective strategies. Key theme – Step 3: Configuring the assistant to support negotiation preparation, suggest several possible approaches, help reformulate arguments, and adapt messages to different relational or intercultural contexts.

4 Using AI to Take a Step Back and Better Manage Your Mental Load

- Analyzing a stressful situation using a structured approach
- Clarify Your Thoughts and Concerns Using AI-Assisted Journaling Techniques
- Identify factors contributing to burnout and warning signs in one's professional life
- Practice cognitive reframing and stress management techniques
- Develop organizational and prioritization strategies tailored to one's specific context

Hands-on work

Based on a real-life work situation or a case study, participants explore different ways to use AI: clarifying a complex situation, identifying stressors, prioritizing actions, generating potential solutions, and reframing interpretations. The results are compared and then analyzed collectively to help participants exercise their critical thinking skills. Guiding Principle – Step 4: Integrating into the assistant a structured method for taking a step back and distinguishing between facts, interpretations, emotions, needs, and options for action. Participants also define the assistant's safeguards and the situations requiring the intervention of a manager, an HR representative, a coach, or a healthcare professional.

5 Building a Sustainable and Responsible Approach to AI as a Personal

Assistant

- Develop an AI usage routine tailored to your professional goals
- Select the most relevant use cases to improve your daily efficiency
- Identify situations that require the involvement of a manager, an HR professional, a coach, or a healthcare professional
- Developing Critical Thinking Skills When Evaluating Proposals Made by AI
- Develop a formalized individual action plan for implementation

Hands-on work

Participants complete a synthesis exercise that draws on all the skills they have acquired: handling sensitive communication, preparing feedback, analyzing a situation involving tension or overload, and then using AI to develop an appropriate response. They compare the AI's suggestions with their own analysis and identify any necessary adjustments. Overarching Theme – Step 5: Finalizing the AI professional development assistant (or a structured prompt kit, depending on the capabilities of the tool used). Each participant tests it in several situations representative of their work, gradually refines its instructions, and establishes a responsible usage routine that specifies use cases, limitations, confidentiality rules, and best practices for maintaining a critical perspective on the generated responses.

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Dates and locations

REMOTE CLASS

2027 : 15 Mar., 14 June, 13 Sep., 13 Dec.