

AI Literacy for Non-Technical Teams

Best For

This program is ideal for:

Non-technical professionals across all functions

Early to mid-career professionals

Operations, HR, finance, marketing, sales, and support teams

Organizations introducing AI tools to non-technical roles

Delivery Style

The learning experience is highly practical, clarity-focused, and designed to make AI understandable, approachable, and usable for professionals without technical or engineering backgrounds.

Outcome Level

Participants develop strong AI literacy, improved confidence working with AI-enabled tools, and the ability to engage responsibly, critically, and productively with AI in everyday work.

Program Positioning

As AI becomes embedded across business tools, workflows, and decision environments, non-technical professionals are increasingly expected to work alongside AI – often without clear guidance or understanding. This creates confusion, hesitation, misuse, or over-reliance on automation.

This program is designed to build **foundational AI literacy for non-technical teams**, focusing on clarity rather than complexity. It helps professionals understand what AI can do, what it cannot do, how to use it responsibly, and how to remain confident, relevant, and effective in AI-enabled workplaces.

The program avoids technical jargon and focuses on **real workplace usage, professional judgment, and human accountability**. It reflects workforce needs across the USA, Australia, Canada, and global organizations where AI literacy is now considered a core professional capability.

- ✓ Ideal for professionals with 0–15 years of experience
- ✓ Ideal for organizations building AI confidence across non-technical teams

LEARNING STRUCTURE (8 HOURS)

Block 1 – Understanding AI in Simple Workplace Terms

This session builds a strong foundation by explaining AI in clear, non-technical language. Participants understand what AI is, how it works at a high level, and why it is being used across modern organizations.

It covers:

- What AI means in everyday business contexts
- Common AI terms explained simply
- Differences between automation, analytics, and generative AI
- What AI can and cannot do

✔ **Outcome:** Clear, confident understanding of AI basics without technical complexity.

Block 2 – Where Non-Technical Professionals Encounter AI

This session focuses on how AI already appears in daily work, often without being labeled as “AI.” Participants recognize AI’s presence across tools and processes they already use.

It covers:

- AI in workplace tools and platforms
- AI in communication, planning, and documentation
- AI-assisted research and summarization
- Understanding AI’s role in everyday tasks

✔ **Outcome:** Awareness of AI’s practical presence in daily work.

Block 3 – Working Confidently With AI Tools

This session strengthens confidence and comfort when interacting with AI-enabled tools. Participants learn how to collaborate with AI rather than feel intimidated or dependent.

It covers:

- Giving clear instructions to AI tools
- Reviewing and refining AI-generated output
- Maintaining control and ownership of work
- Using AI as a support, not a replacement

✔ **Outcome:** Improved confidence and control when working with AI.

Block 4 – Accuracy, Bias & Critical Thinking

This session addresses the importance of critical thinking when using AI. Participants learn why AI outputs must be questioned, reviewed, and validated.

It covers:

- Why AI can generate incorrect or biased information

- Recognizing gaps, assumptions, and inaccuracies
- Applying human judgment to AI output
- Maintaining accountability for final decisions

✔ **Outcome:** Stronger critical-thinking and verification habits.

Block 5 – Responsible & Ethical AI Use at Work

This session focuses on ethical responsibility and professional boundaries when using AI. Participants understand how misuse can affect trust, privacy, and credibility.

It covers:

- Responsible AI behavior in non-technical roles
- What information should not be shared with AI tools
- Respecting privacy and confidentiality
- Acting within organizational policies and values

✔ **Outcome:** Safer, more ethical AI usage practices.

Block 6 – Collaboration & Communication in AI-Enabled Teams

This session explores how AI affects teamwork, communication, and collaboration expectations across teams.

It covers:

- Communicating transparently about AI-assisted work
- Maintaining trust and professionalism
- Collaborating effectively in AI-supported environments
- Avoiding misunderstanding or misrepresentation

✔ **Outcome:** More mature collaboration in AI-enabled workplaces.

Block 7 – Human Skills That Matter More in an AI World

This session highlights the growing importance of human capabilities that AI cannot replace.

It covers:

- Judgment, empathy, and ethical reasoning
- Context awareness and decision responsibility
- Relationship-building and collaboration
- Strengthening uniquely human professional value

✔ **Outcome:** Increased confidence in human contribution and relevance.

Block 8 – AI Literacy & Workplace Application Action Plan

This final session helps participants apply AI literacy consistently and responsibly in their roles. They create a practical plan aligned with their work responsibilities.

It covers:

- Identifying AI touchpoints in current roles
- Strengthening responsible usage habits
- Building confidence through guided practice
- Creating a personal AI-literacy improvement plan

✔ **Outcome:** Clear, practical roadmap for confident AI literacy in daily work.

✔ **What You Will Walk Away With**

Participants complete the program with:

Strong foundational AI literacy

Improved confidence working with AI-enabled tools

Reduced fear, confusion, or misuse of AI

Better critical thinking and professional judgment

A structured approach to responsible AI usage

A Knowledge Que Course Completion Certificate (8 PDUs)

✔ **Certification (Delivery-Neutral & Legally Safe)**

On successful completion of the program, learners receive:

Knowledge Que – Course Completion Certificate

Recognition of 8 Professional Development Units (PDUs)

A digital certificate suitable for:

LinkedIn

Resume & Portfolio

Professional Profiles

Issued by Knowledge Que – Powered by Experts

✔ **Why Knowledge Que**

Expert-led, practical professional skills training

Real-world workplace scenarios

Skill-focused learning with immediate application

Programs designed specifically for modern professionals

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