

Claude AI: Foundations, Responsible Use and Governed Adoption in the Workplace

Durée: 0,5 jour (3,5 heures)

Public cible: Pour tous

À qui s'adresse cette formation ?

This course is intended for employees, professionals, managers and collaborators who are expected to use Claude AI as part of their day-to-day work activities. It is designed for both new users and those who have already experimented with the tool and want to establish a solid foundation of effective, secure and consistent practices within their organization.

Objectifs de la formation

Enable participants to use Claude AI effectively, securely and thoughtfully by understanding when and how to use it, how to govern its use within an organizational context, and how to derive value from it without misuse or unnecessary resource consumption.

More specifically, by the end of this course, participants will be able to:

- Navigate the Claude AI environment efficiently.
- Understand the principles of confidentiality, security and responsible AI use within an organizational setting.
- Understand the usage guidelines governing authorized connectors and the rationale behind organizational restrictions.
- Use Claude's core features in practical workplace situations.
- Craft effective, precise and contextualized prompts to generate relevant results.
- Understand model and token consumption concepts and select the appropriate level of usage based on business needs.
- Structure information and use projects in Claude in a manner consistent with the organization's intended use cases and practices.
- Distinguish, at an introductory level, Claude use cases from those of other workplace tools, including Microsoft Copilot.
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Identify relevant, responsible and value-driven use cases aligned with their professional responsibilities

Description sommaire

Generative artificial intelligence is transforming the way people work, but its adoption also brings important considerations related to security, confidentiality, governance and the effective use of organizational resources. This course provides participants with the essential knowledge and practical skills required to use Claude AI confidently and responsibly in a professional environment.

Through demonstrations, hands-on exercises and realistic workplace scenarios, participants will learn how to navigate Claude efficiently, craft high-quality prompts, organize work using projects and identify use cases that deliver meaningful business value. The course also explores the limitations of AI, the importance of validating AI-generated outputs, and the governance principles required to support responsible adoption within organizations.

Participants will develop a practical understanding of when to use Claude, how to maximize its value and when other tools, including Microsoft Copilot, may be better suited to the task at hand.

Cette formation vous aidera à adopter une approche réfléchie et responsable de l'IA en comprenant quand utiliser Claude, comment l'utiliser efficacement et dans quelles situations d'autres outils, tels que Microsoft Copilot, peuvent être plus appropriés.

Contenu du plan de cours

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<p><strong>Topics Covered</strong></p>

<ul>

<li>Navigating Claude's web interface</li>

<li>Managing conversations</li>

<li>Basic settings and personalization</li>

<li>Claude's core features and capabilities</li>

<li>Foundational principles for organizing information</li>

```


<p>Activities</p>

Guided demonstration

Initial interactions with Claude

Simple workplace-based examples

<h3>Module 2: Responsible Use, Security, Privacy and Governance</h3>

<p>Topics Covered</p>

Protecting organizational information

Privacy and risk management

Security settings and controls

Validating AI-generated outputs

The importance of human judgment

The role of internal policies in governing AI use

<p>Activities</p>

Case studies

Analysis of common workplace situations

Discussion of the practical implications of internal governance

<h3>Module 3: Connectors, Authorized Scope and Information Management</h3>

<p>Topics Covered</p>

Understanding what a connector is

Authorized and unauthorized connectors

Organizational considerations related to governance, risk and confidentiality

- Avoiding frustrations related to access limitations

- Understanding the opportunities and limitations of connecting to the Microsoft 365 environment

<p>Activities</p>

- Contextualized demonstration

- Guided discussion on expected uses and boundaries to be respected

- Analysis of scenarios where the use of a connector is appropriate or inappropriate

<h3>Module 4: Projects, Work Organization and Business Value</h3>

<p>Topics Covered</p>

- Understanding the project framework within Claude

- Structuring information to support work activities

- Using Claude to organize, summarize and advance professional tasks

- Exploring the value Claude can bring to day-to-day work

- Identifying use cases where Claude delivers meaningful business value

<p>Activities</p>

- Demonstration of practical use cases

- Structuring a simple project example

- Discussion of high-value use cases within the client's environment

<h3>Module 5: Writing Effective Prompts and Using the Appropriate Level of Capability</h3>

<p>Topics Covered</p>

- Fundamentals of prompt writing

- The importance of being precise, explicit and contextual
 - Techniques for improving results
 - Selecting a model that fits the need rather than automatically using the most powerful model
 - Understanding token consumption and the costs associated with certain uses
 - Evaluating the value of a use case before leveraging more powerful models
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<p>Activities</p>

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- Hands-on prompt-writing exercises
- Refining professional prompts
- Examples of more efficient and cost-effective prompt reformulations
- Analysis of situations where the level of model capability should be adjusted to the task
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<h3>Module 6: Positioning Claude Among Other Available Tools</h3>

<p>Topics Covered</p>

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- Differences between Claude and other tools available in the workplace
- When to use Claude and when another tool may be sufficient
- Simple guidelines to help users choose the appropriate tool while maintaining the focus of the training
- Comparison with Microsoft Copilot for use cases supported within the Microsoft 365 environment
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<p>Activities</p>

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- Guided discussion on selecting the right tool for the need
- Identification of best practices based on the type of task
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Capstone Workshop

Using a realistic workplace scenario, participants will apply what they have learned in order to:

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- Produce a useful summary

- Structure information effectively

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- Assess whether the selected use case is appropriate in light of governance, cost and value considerations

- Determine responsible next steps and follow-up ac-

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Approche et méthode pédagogique

The course adopts a

practical, progressive and experiential approach designed to establish a common foundation for all participants before moving on to more advanced concepts and applications. Demonstrations, exercises and discussions focus on realistic, actionable and well-governed use cases. Through guided exchanges, participants are encouraged to adopt Claude AI thoughtfully in their day-to-day work while considering internal policies, risks, costs and the actual value of AI-enabled activities.

Training Methods

- Interactive presentations
- Live demonstrations
- Guided hands-on exercises
- Case studies
- Group discussions
- Capstone
workshop based on a realistic workplace scenario

Prérequis

Access to Claude must be enabled before attending the course.

Recommandations

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Copilot said:

To maximize the benefits of the course, participants are encouraged to:

Be familiar with the primary digital tools used in their work environment.

Have identified a few tasks or professional situations for which they would like to explore the value of AI.

Review the guidelines and best practices in place within their organization regarding the use of artificial intelligence.

Have concrete examples of documents, projects or work assignments that can be used during the hands-on exercises.

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