Mastering Prompting For Your Role Training

Duration: **1 Day**

BILGINC IT Academy
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Mastering Prompting for Your Role is a full-day, practical workshop for professionals who want to achieve more accurate, consistent, and useful results from generative AI in their day-to-day work.

Moving beyond basic prompt writing, the course introduces advanced techniques for communicating intent, providing context, defining constraints, controlling output formats, and progressively refining AI responses. Participants learn how to adapt these techniques to the needs of their own roles rather than relying on generic prompting patterns.

The programme explores techniques including **Few-Shot prompting, structured reasoning approaches, personas, system prompts, and Retrieval-Augmented Generation (RAG)**. It also examines ways to customise AI experiences through platform capabilities and apply prompting methods across functions such as finance, HR, marketing, operations, IT, and leadership.

Through demonstrations, guided exercises, and interactive activities, participants apply the techniques to realistic workplace scenarios and develop approaches they can use immediately. Responsible use, ethics, and governance are also considered to help learners integrate AI into business workflows appropriately.

> **Please note:** Generative AI and prompting practices continue to evolve rapidly. The sequence and emphasis of individual topics may therefore change as the course is updated to reflect emerging techniques and current best practice.

Prerequisites

Participants should have:

- A basic understanding of generative AI concepts,
- Familiarity with AI-powered tools such as chatbots or productivity assistants,
- An interest in applying AI to challenges within their own professional role.

Completion of Generative AI Essentials or equivalent practical experience would be beneficial.

Who Should Attend

This course is intended for professionals with foundational generative AI knowledge who want to develop more advanced prompting skills and apply them to complex workplace scenarios.

It is particularly relevant to professionals working across:

- Finance,
- Human Resources,
- Marketing,
- Operations,
- IT,
- Management and leadership.

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What You Will Learn

By the end of the course, participants will be able to:

- Apply advanced prompting techniques effectively across different business scenarios,
- Use structured prompting approaches to improve the clarity, accuracy, and creativity of AI outputs,
- Apply Few-Shot and advanced reasoning techniques to more complex tasks,
- Diagnose off-target AI responses and refine prompts accordingly,
- Use personas and system prompts to create more consistent AI interactions,
- Evaluate customisation options such as Custom GPTs and Gemini Gems,
- Explain how RAG can support AI experiences grounded in organisation-specific information,
- Adapt AI outputs to individual roles, tasks, and organisational requirements,
- Consider ethical and governance requirements when using AI at work,
- Explore emerging approaches including AI agents, integrations, and role-specific AI applications.

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Training Outline

1. Advanced Prompting Principles

- Move beyond basic prompting techniques
- Use clarity, context, constraints, and role instructions effectively
- Structure prompts using Persona, Task, Context, and Format (PTCF)
- Define expected output structures
- Test and evaluate prompt performance
- Improve results through iterative refinement

2. Prompting Techniques for Complex Tasks

- Structure reasoning for more complex problems
- Use Few-Shot prompting to guide outputs with examples
- Frame effective questions for more targeted responses
- Apply prompting strategies to creative tasks
- Diagnose inaccurate or off-target responses
- Debug and refine prompts systematically

3. Customising AI for Your Role

- Understand the distinction between system and user prompts
- Use system instructions to improve consistency and control
- Design reusable personas for role-specific applications
- Explore platform features such as Custom GPTs and Gemini Gems
- Adapt AI experiences to organisational requirements
- Introduction to Retrieval-Augmented Generation (RAG)
- Understand how organisational knowledge can support grounded AI responses

4. Real-World Applications and Practical Integration

- Apply prompting methods to participants' own workplace scenarios
- Integrate AI into everyday workflows
- Explore role-specific applications
- Apply best practices for effective and reliable AI use
- Address ethical and governance considerations
- Explore future model capabilities and integration opportunities
- Consider AI agents and emerging usage patterns
- Review key learning points
- Final knowledge check