



AI Capacity Building Programme — Smart European Government Workplaces in the Age of AI. Practical AI tools and responsible use for government professionals

Day 1 – AI foundations and practical tools

09:00-09:30 Opening and introductions

- Welcome and trainer introduction
- Round of introductions: participants share their role, institution, and what they want to take away
- Mapping the room: current AI experience level, tools already used, biggest challenges
- Setting expectations and seminar structure

09:30-10:00 EU AI Act overview

- Article 4 AI literacy requirement and what it means in practice
- Risk categories: prohibited, high-risk, limited-risk, minimal-risk
- Obligations for public institutions
- Practical implications for daily work

10:00-11:15 Workshop 1: AI fundamentals and the LLM landscape

Lecture content:

- What AI is, how generative AI and large language models work
- Comparison of major tools: ChatGPT, Claude, Copilot, Gemini, Perplexity

- Strengths, weaknesses, and best use cases for each tool
- Free vs paid versions and what changes
- How to choose the right tool for the task

Hands-on exercise: Prompting practice. Different prompting techniques (zero-shot, few-shot, chain-of-thought, role prompting). Participants practice writing better prompts and compare outputs across tools.

11:15-12:30 Workshop 2: Responsible AI use in government

Lecture content:

- Risks of using public AI tools in government work
- What data should never be entered into public AI tools
- AI hallucinations and bias – how to spot and prevent
- Transparency, accountability, and human-in-the-loop principles
- Building safe AI habits

Case study: Confidential government data uploaded to a public AI chatbot – what went wrong, what should have happened, how to prevent it. Group discussion on safe vs unsafe use cases.

12:30-13:30 Lunch

13:30-14:45 Workshop 3: AI for text work – drafting, reviewing, summarizing

Lecture content:

- Document drafting with AI: briefing notes, policy summaries, internal memos, emails
- Reviewing and editing existing documents
- Summarizing long policy documents and meeting transcripts
- Translation and language adaptation
- Quality control and verification

Demonstrations and hands-on exercise: AI summarising a long policy document. AI drafting a briefing note from rough input. Participants then practice on their own real (non-confidential) materials.

14:45-15:15 Coffee break

15:15-16:30 Workshop 4: AI for research – web search and deep analysis

Lecture content:

- Web-enabled AI tools: ChatGPT search, Perplexity, Claude with search
- Deep research workflows for policy and market analysis
- Source verification and fact-checking AI outputs
- Comparing sources and identifying conflicts
- Building research briefs from multiple inputs

Hands-on exercise: Participants conduct a guided deep research task on a relevant policy topic, evaluate sources, and produce a structured research summary.

16:30-17:00 Closing remarks and Q&A

Day 2 – Advanced AI applications and governance

09:00-09:30 Day 1 recap and Q&A

- Summary of Day 1 key takeaways
- Open Q&A on previous day's content
- Participants share what they tried or thought about overnight
- Setup for Day 2 themes

09:30-11:30 Workshop 5: AI for data analysis and dashboards

Lecture content:

- Working with structured data using AI

- What data can and cannot be added to AI tools – privacy, GDPR, data protection in practice
- Preparing data for AI analysis: cleaning, anonymizing, structuring
- Generating insights from datasets
- Building simple dashboards and visualizations
- When AI helps and when it misleads

Hands-on exercise: Participants work with a sample government dataset (anonymized public data), prepare it for AI analysis, generate insights, and create a basic visualization. Includes data classification exercise: which data goes where.

11:30-11:45 Coffee break

11:45-12:45 Workshop 6: AI for image and video – tools, use cases, and recognizing deepfakes

Lecture content:

- AI tools for image generation: ChatGPT, Ideogram, Midjourney
- AI tools for video generation: Runway, Sora, Veo
- Avatars and voice tools for internal training and citizen communication: HeyGen, ElevenLabs
- Use cases for government communication and internal learning
- The deepfake reality – how AI-generated media can be misused
- How to recognize deepfakes – visual and audio cues, verification techniques
- What government officials need to know about AI-generated media risks

Hands-on exercise: Deepfake recognition exercise: participants review a mix of real and AI-generated images and videos, identify which is which, and discuss verification methods.

12:45-13:45 Lunch

13:45-15:00 Workshop 7: Building AI agents and assistants

Lecture content:

- What custom AI assistants are and why they matter

- Use cases for government: policy assistant, briefing-note generator, FAQ responder, internal knowledge search
- How to design a useful AI assistant
- Note on tooling: building custom assistants requires paid licenses (ChatGPT Plus or Team, Claude Pro). Demonstration done on trainer's account; participants follow along

Hands-on exercise: Each participant designs a custom AI assistant for a real task in their work. Participants who have paid licenses build it live; others receive templates to build it after the seminar.

15:00-15:15 Coffee break

15:15-16:30 Workshop 8: Setting up internal AI rules and governance

Lecture content:

- Why every public institution needs an internal AI policy
- Core elements: tool approval, data classification, use cases allowed, who decides
- Data sensitivity classification: public, internal, confidential, classified – what goes where
- Light cybersecurity awareness for AI use: account security, sharing settings, incident reporting
- How to roll out AI rules without killing adoption
- Building an AI champion network inside the institution

Group activity: Participants draft the outline of an internal AI policy framework for their institution: principles, data rules, approved tools, governance structure.

16:30-17:15 Final exercise: My AI Workplace Plan

- Each participant builds a personalized plan: which AI tools they will use, for which tasks, with which safety rules
- Pair discussion to refine plans
- Volunteers share their plans with the group
- Practical commitments for the first 30 days back at work

17:15-17:45 Closing session and certificate awards