

Transform Your Communication with Generative AI

GoSkills online course syllabus

Skill level	Lessons	Accredited by
Beginner	16	CPD
Pre-requisites	Video duration	Estimated study time
No prior experience needed	53m	2h
Instructor		
Amber Vanderburg		

Introduction

1 Become a better communicator with AI

Generative AI is changing the world of work, especially the way that people communicate with one another. After completing this course, you'll be able to leverage generative AI tools to improve your written and verbal communication skills so you can communicate more effectively, ideate more creatively, and reach your desired audience more efficiently.

Introduction to AI

2 Gen AI for workplace communication

There are many types of generative AI, and leveraging these various types of generative AI in the workplace is one way organizations and working professionals are staying innovative. After this lesson, you'll be able to define generative AI, identify types of generative AI, and recognize how generative AI can be used in different business contexts.

3 Applications of generative AI

New applications of generative AI are constantly being discovered, and your communication can benefit from these ongoing AI innovations. After this lesson, you'll be able to identify professional opportunities within workplace communication and generative AI.

4 Limitations of generative AI

As more applications of generative AI are discovered, it's important to be mindful of the limitations of generative AI. After this lesson, you'll be able to identify some of the limitations of generative AI in workplace communications as well as strategies to navigate these limitations.

AI and Written Communications

5 Improve email communications with AI

Emails are one of the most popular forms of written communications that working professionals use. After this lesson, you'll be able to leverage generative AI to better organize, craft, and respond to emails, ultimately improving your efficiency and effectiveness in email communications.

6 Craft creative content with AI

Regardless of your personal and professional pursuits, you likely create content in one form or another - whether through blogs, articles, or even social media posts. After this lesson, you'll be able to use generative AI to assist in content creation for blogs, articles, and other content.

7 Boost your brainstorming with AI

Looking at a blank page can be intimidating when you're trying to brainstorm. After this lesson, you'll be able to identify ways that you can use generative AI to assist in ideation sessions and ultimately improve your ability to conduct research, find inspiration, and develop new ideas.

8 Organize and summarize with AI

Effective communication is not just about sharing information - it's also about finding the clearest and most concise way to share that information with others. After this lesson, you'll be able to use generative AI to better organize and summarize written information.

AI and Verbal Communication

9 Tailor your messaging with AI

In order to communicate effectively with others, it's important to consider the most appropriate messaging style and tone for your audience. After this lesson, you'll be able to use generative AI to customize a message to an audience, considering factors such as style, culture, and tone.

10 Build engaging presentations with AI

Building effective presentations with thoughtful images, messages, and organization can be time-consuming. After this lesson, you'll be able to use generative AI to build presentations with images, messages, and organization.

11 Improve communication delivery with AI

Delivery is crucial for effective verbal communication because it encompasses the manner, tone, clarity, and non-verbal cues used while conveying a message, ultimately influencing how the message is received and understood by the listener. After this lesson, you'll be able to use generative AI as a coach to help you improve your communication delivery, taking into consideration factors such as pacing, pronunciation, fillers, and more.

12 Navigate tough conversations with AI

Whether you're trying to figure out how to navigate a performance improvement conversation or how to simplify a complex conversation, generative AI can be a helpful tool to leverage. After this lesson, you'll be able to leverage generative AI as a tool to navigate challenging communication situations, simplify complex conversations, and outline strategic conversations.

AI and Organizational Communication

13 Establish organizational expectations

When using AI to support communication in the workplace, it's important to be mindful of your organization's expectations and guidelines for communication. After this lesson, you'll be able to identify questions that you can ask your organization's leaders in order to appropriately use generative AI to transform your communication.

14 Practice ethical AI usage

When looking to transform your communication with generative AI, it's important to be mindful of several ethical considerations - specifically in regards to privacy, bias and risk. After this lesson, you'll be able to practice ethical AI usage when leveraging generative AI for communication.

15 Support the transition to AI

Whenever new tools or workflows are introduced in the workplace, it can be challenging for people to successfully adapt to these changes. After this lesson, you'll be able to identify strategies to effectively communicate generative AI changes within your workforce, and you'll be able to use stories, mindsets, and examples to increase buy in of generative AI for organizational communication.

Conclusion

16 Next steps

Thank you for watching this course! Now that you've completed this course, you're ready to transform your communication by leveraging various generative AI tools and strategies.

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