



CompTIA AI Essentials

Course Duration: ½ Day

Course Overview

CompTIA AI Essentials is a 2–3 hour, beginner-friendly course that shows you how to use AI assistants like ChatGPT, Copilot, and Gemini to do your job faster and better. No prior experience required. You'll learn what generative AI is, how to write effective prompts, how to avoid bad outputs, and how to plug AI into your everyday work. If you're still guessing with AI tools or avoiding them altogether, this course gives you a safe, structured way to catch up quickly.

Prerequisites

No prior experience is required—this course is designed for beginners who are new to using AI assistants in a professional context.

Course Objectives

- Grasp Generative AI Fundamentals: Define the core concepts of generative AI and large language models (LLMs), recognizing their strengths, limitations, and the role of Responsible AI.
- Master Prompt Engineering: Develop sophisticated prompts that clearly communicate purpose, context, and constraints to reliably elicit better, more relevant outputs from AI assistants.
- Ensure Verification and Reliability: Identify the causes of AI inaccuracies (hallucinations), apply simple verification strategies, and critically evaluate outputs for quality and bias.
- Optimize Conversational Workflows: Utilize conversational loops and iteration techniques (like prompt chaining) to build on prior responses and maintain context throughout multi-step tasks.
- Apply Ethical and Practical Use: Identify high-value, practical AI use cases specific to their role while responsibly managing sensitive data, organization policies, and security expectations.



Contact Us



800.674.3550



2151 W. Hillsboro Blvd., Ste 210
Deerfield Beach, FL 33442

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Course Outline

Module 1: Understand generative AI and chatbots:

- Learn what generative AI is, how large language models power AI assistants, and where these tools fit in your day-to-day work. Recognize their strengths, limitations, and uncertainty.

Module 2: Create effective prompts:

- Develop prompts that clearly communicate purpose, context, personas, and constraints. Write concise, focused prompts that help AI assistants deliver better, more relevant responses.

Module 3: Avoid hallucinations and verify outputs:

- Understand why AI tools sometimes produce inaccurate information and apply simple verification strategies to check and refine responses.

Module 4: Work in conversational loops, not one-off transactions:

- Improve results by treating AI interactions as ongoing conversations. Use prompt chaining and iteration to build on previous responses and maintain continuity.

Module 5: Use AI responsibly with sensitive information:

- Recognize when inputting information into AI tools is risky, including sensitive, personal or proprietary data. Connect your behavior to your organization's AI policies, data privacy, and security expectations.

Module 6: Identify practical AI use cases in your role:

- Spot high-value opportunities to use AI assistants in your daily workflows, streamline routine tasks, overcome "blank page" moments, and support better decision-making.