TRAINING PLAN

TOPIC: ARTIFICIAL INTELLIGENCE (AI)

Prepared for

NovaCorp

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Training Solution Summary

Scope

The proposed training solution follows a multi-modal, multi-course design to accommodate diverse learning needs and experience levels. It includes a blend of instructor-led training (ILT), webinars, self-paced eLearning/web-based training modules (WBT), job aids, and microlearning videos. To enhance learner engagement and reinforce key concepts, incorporating gamification elements is recommended for both the initial training path and ongoing refreshers.

It is strongly recommended that content highlight the AI tools approved for use in the workplace, outline tools that are restricted or discouraged, and provide clear procedures for evaluating and approving new tools moving forward. This approach supports safe, compliant, and confident adoption of generative AI across the organization. Therefore, this training will focus on the generative AI tools identified in the new AI Standard Operating Procedure (SOP) policy, ChatGPT, and Microsoft Copilot.

Considerations: Scope Limitations/Parameters

This training will not focus on non-generative AI, such as tools that analyze, predict, classify, or automate tasks using data and rules, as these types of tools have not been widely adopted in the workplace beyond isolated instances.

Learning Objectives

- Differentiate between AI and generative AI
- Recognize the appropriate and inappropriate use of AI tools
- Match generative AI tools with real-world tasks
- Identify effective prompts
- List secure and ethical AI use practices that align with organizational policy

Audience

The recommended target audience for this training plan includes corporate employees at all levels, including leadership. This group was identified explicitly through stakeholder input and training requests, highlighting the broad need for foundational knowledge and guidance on the responsible use of generative AI across the organization. Given the wide range of employee familiarity with generative AI, the training will be designed to be accessible to all learners without requiring previous AI experience.

Success Metrics

- Individuals must complete WBTs with 80% or higher for completion. Lower scores will require assessment review and retake
- 90% training path completion/pass rate within 4 weeks/30 days
- 80% average quiz score
- 85% satisfaction on learner survey
- Decrease in generative AI misuse incidents

Instructional Strategy

Methods

This training emphasizes Active Learning and Experiential Learning strategies that encourage engagement, reflection, collaboration, and long-term retention. Rather than passively consuming content, learners will engage in meaningful activities that mirror real workplace challenges. The following methods support this approach:

- **Active Learning:** Learners will engage with content through interactive methods that go beyond traditional lecture formats. Key strategies include:
  - **Guided Practice:** Prompt-writing exercises and AI tool interactions that allow learners to practice skills with step-by-step guidance to build skills safely and confidently while minimizing risk.
  - **Collaboration and Group Discussions:** Share perspectives, solve problems, and reflect on best practices through discussions and social learning activities, enabling learners to share experiences, reflect on ethical dilemmas, and explore multiple perspectives while enhancing motivation and understanding.
  - **Scenarios and Case Studies:** Realistic workplace scenarios involving AI use cases, ethical decisions, policy adherence, and tool selection will promote critical thinking, contextual decision-making, and safe AI practices.
- **Experiential Learning:** In alignment with Kolb's Experiential Learning Cycle, learners will participate in authentic, hands-on activities that follow a cycle of doing, reflecting, learning, and applying. Key elements include:
  - **Simulations and Sandbox Environments:** Tasks practiced in a realistic, controlled environment that replicates workplace situations, allowing learners to experiment, explore consequences, and refine their skills in a risk-free setting.
  - **Self-Reflection Activities:** Structured prompts will guide learners in assessing their knowledge, attitudes, and behaviors related to AI, connecting new concepts to their prior experiences, and ultimately fostering deeper understanding and retention.
  - **Realistic Examples:** Contextually relevant examples that mirror workplace challenges, reinforcing why the training matters.

Learning Theory Alignment

The training approach is grounded in evidence-based learning theories that support adult learners in safely and effectively using AI tools at work in NovaCorp. It draws primarily from Adult Learning Theory (Andragogy) and Constructivist Theory, both of which align with the cognitive and motivational needs of professionals.

- **Andragogy (Adult Learning Theory):** Recognizing that adult learners are self-directed, goal-oriented, and bring prior experience, the emphasizes relevance, immediate application, and problem-solving through:
  - Real-world scenarios
  - Guided practice with AI tools
  - Collaborative discussions
  - Microlearning modules
  - Job aids and Quick Reference Guides (QRGs)
- **Constructivist Theory:** This theory promotes active learning, empowering learners to take ownership of their learning journey and apply knowledge meaningfully within their specific work contexts. Learners will build knowledge through experience and application. Training supports this through:
  - Scenario-based learning
  - Simulations and sandbox environments
  - Reflection opportunities

Together, these strategies leverage adults' intrinsic motivation and preference for practical, experience-driven learning.

Modalities/Formats

This training employs a blended learning approach that combines multiple instructional formats to meet the diverse needs of adult learners. The selected modalities include:

- **Instructor-Led Training (ILT/VILT):** Ethical use and policy compliance will be reinforced through facilitated discussions and case-based activities in a virtual or in-person classroom setting.
- **eLearning/Web-Based Training (WBT):** Self-paced training materials enriched with interactive and multimedia-rich elements.
- **Microlearning:** Short, focused content modules deliver key concepts in 5 minutes or less, ideal for performance support and self-paced exploration.
- **Knowledge Sharing:** Knowledge Hub and sandbox via Viva Engage to facilitate collaboration, featuring a library of resources (QRGs/checklists) and effective communication tools.
- **Job Aids and Reinforcement Tools:** Quick reference guides and checklists will be made available for on-the-job support, offering ongoing, just-in-time support to reinforce learning and promote long-term behavior change even after the training concludes.
- **Gamification:** Learners will be motivated to engage in learning by earning digital badges and appearing on a leaderboard for completing modules and demonstrating understanding through knowledge checks.

These formats are strategically combined to promote learner engagement, support knowledge retention, and provide opportunities for both foundational learning and the application of real-world skills.

Content

Sequence of Instruction

Each module builds progressively, ensuring that learners move from basic awareness to application and decision-making.

- **Module 1: AI Fundamentals & Policy** – WBT, QRG/Checklist, Policy Partner Badge
- **Module 2: Generative AI Tools and Uses** – Microlearning video, Tool Tamer Badge
- **Module 3: Secure and Ethical AI Use** – ILT, Facilitator Guide, QRG/Checklist, Data Defender Badge
- **Module 4: Prompt Writing** – WBT, QRG/Checklist, Viva Engage Board, Prompt Pro Badge
- **Module 5: Conclusion** – Quiz (LMS), SOP Signature, Learner Survey

Content Outline

Module Title	Learning Objectives	Topics Covered
Module 1: AI Fundamentals & Policy	• Differentiate between AI and generative AI. • Recognize the appropriate and inappropriate use of AI tools.	• What is AI vs. Generative AI - Establish foundational understanding of AI concepts • Organizational AI Use Policy - Introduce company SOP policy to ground learners in expectations • Ensure alignment with company rules • Policy Partner Badge - Reinforce with gamification

Module Title	Learning Objectives	Topics Covered
Module 2: Generative AI Tools and Uses	• Match generative AI tools with real-world tasks.	• Common workplace tools - Introduce practical tools and applications • Demonstrate where and how to access tools • Prompt writing basics - Teach prompt writing through interactive exercises [To be expanded in a future session] • Tool Tamer Badge - Reinforce with gamification
Module 3: Secure and Ethical AI Use	• List secure and ethical AI use practices that align with organizational policy.	• Data security - Present risks • Ethical considerations - Present ethics through case-based ILT/VILT • Promote responsible behavior and awareness • Policy application in scenarios • Encourage discussion and apply concepts to role-specific decisions • Data Defender Badge - Reinforce with gamification
Module 4: Prompt Writing	• Identify effective prompts.	• Prompt writing basics - Teach prompt writing through interactive exercises • Prompt Pro Badge - Reinforce with gamification

Module Title	Learning Objectives	Topics Covered
Module 5: Conclusion	• Differentiate between AI and generative AI. • Recognize the appropriate and inappropriate use of AI tools. • Match generative AI tools with real-world tasks. • Identify effective prompts. • List secure and ethical AI use practices that align with organizational policy.	• Quiz • Sign SOP • Learner Survey

Training Deliverables By Topic

Order of Instruction	Training Topic/Module	Modality
1	AI Fundamentals	• Self-paced eLearning (WBT) • Job aid/QRG • Explainer videos • Interactive videos
2	Accessing AI Tools at Work	• Screen recording videos • Step-by-step guides
3	Secure and Ethical Use of AI	• VILT/ILT (discussion-driven) • Case study scenarios • Knowledge checks
4	Prompt Writing Basics	• WBT • Simulations • Sandbox (guided- Viva Engage Board) • Job aid/QRG
5	Tracking and Motivation	• Quiz • SOP Completion • Gamification – Badges and Leaderboards (individuals or teams) • Learner Survey

Assessment

This training plan will utilize formative and summative assessments.

Formative Assessments

Ongoing formative assessments that align with learning objectives will take place throughout the training program and will include:

- Knowledge checks (WBT and microlearning):
  - Multiple-choice
  - True/false
  - Matching
- Interactive WBT elements:
  - Drag-and-drop
  - Click-to-reveal
- Prompt-writing practice:
  - Guided exercises with automated feedback
  - Sandbox environments to test and revise AI prompts safely
- Discussions and reflections (ILT and VILT)

Summative Assessment

At the end of the training program, learners will complete a summative assessment consisting of 20-25 questions that assess the learning objectives. The summative assessment will consist of multiple-choice, true/false, sequencing, and matching questions and will be delivered via the LMS, with completion tracking and scoring.

Progress Tracking

Learner progress will be monitored and evaluated through the accumulation of digital badges earned and weekly completion reports. Completion reports will be distributed via email to team leaders and managers to support tracking and encourage team-level recognition. To foster a positive learning environment, it is recommended that completion be acknowledged with positive reinforcement rather than penalizing instances of non-participation.

Question Bank

The following set of 25 questions is intended for use in the summative assessment. Correct answers are indicated in bold. Please note that these questions are in draft form and may be revised or refined prior to finalization.

1. Which of the following best describes the primary difference between AI and generative AI?

   A. AI is used only for automation, while generative AI is used only for design.

   B. AI includes tools that follow set rules, while generative AI creates new content based on patterns.

   C. AI and generative AI are the same and used interchangeably.

   D. AI focuses on creativity, while generative AI focuses on data storage.

2. **Sequencing:** Put the steps for writing an effective AI prompt in the correct order.

   A. Review and refine the prompt as needed

   B. Specify the audience or context

   C. Submit the prompt to the AI tool

   D. Identify your desired output (e.g., tone, format, topic)

   E. Provide background information or key points

   (D, B, E, A, C)

3. Which is an example of generative AI?

   A. A chatbot that routes support tickets based on keywords

   B. A photo editor that adjusts brightness

   C. A tool that creates original artwork based on text prompts

   D. A calculator that solves equations

4. Traditional AI is primarily used for:
   A. Generating new poems
   B. Predicting outcomes based on data
   C. Writing stories
   D. Designing logos

5. Using AI to draft emails for internal communication is:
   A. Always prohibited
   B. Appropriate if the content is reviewed and edited
   C. Encouraged with no limitations
   D. Only allowed for managers

6. What should you do before using AI-generated text in a presentation?
   A. Use it as is
   B. Submit it without review
   C. Edit and validate the content for accuracy
   D. Ask someone else to review it instead

7. It is inappropriate to use AI tools when:
   A. Generating text for brainstorming
   B. Sharing confidential company data
   C. Summarizing public articles
   D. Reviewing existing content

8. Which action violates organizational AI policy?
   A. Using an approved AI tool for idea generation
   B. Feeding sensitive client information into an unapproved AI tool
   C. Reviewing and editing AI-generated content
   D. Discussing AI ideas in team meetings

9. **Matching:** Match the AI tool to the correct task:

A. ChatGPT	3. Drafting emails
B. DALL·E	1. Generating images from text prompts
C. Copilot	4. Assisting with Excel formulas
D. Gemini	2. Summarizing research documents

(A-3, B-1, C-4, D-2)

10. Which tool is best for creating AI-generated images?

    A. ChatGPT

    B. DALL·E

    C. Google Gemini

    D. Microsoft Copilot

11. Which tool is designed to assist in summarizing technical content?

    A. Google Gemini

    B. Microsoft Copilot

    C. ChatGPT

    D. Canva

12. Which is the most effective prompt for generating a customer apology email?

    A. Apologize.

    B. Make an email for sorry.

    C. Write a professional email apologizing for a delayed shipment and offering a 10% refund.

    D. Say sorry in a fun way.

13. An effective AI prompt should:
    A. Be vague to allow creativity
    B. Contain clear context and desired output
    C. Use as few words as possible
    D. Include irrelevant details

14. Which prompt will produce the most accurate response?
    A. Tell me something.
    B. Explain how to write a business proposal in a formal tone.
    C. Write words.
    D. Make content.

15. Which of the following are secure and ethical uses of AI? **(Select all that apply.)**
    A. Sharing proprietary data with public tools
    B. Reviewing content for bias
    C. Using approved AI tools
    D. Following policy on AI tool selection

16. Before using an AI tool, you should:
    A. Use it immediately
    B. Ignore data privacy concerns
    C. Test it with confidential information
    D. Check if it's approved by your organization

17. To ensure ethical use of AI, always:
    A. Assume AI outputs are accurate
    B. Disclose when content is AI-generated, if required
    C. Use unapproved tools if they are faster
    D. Skip editing AI responses

18. Organizational policy prohibits:
    A. Brainstorming with AI
    B. Using AI in personal projects
    C. Entering private data into public AI tools
    D. Reviewing AI results

19. Which of the following tools are generative AI? **(Select all that apply.)**
    A. ChatGPT
    B. DALL·E
    C. Microsoft Excel
    D. Google Gemini

20. **True or False:** You should always review AI-generated content before using it.
    A. True
    B. False

21. An AI tool that creates text-based output from structured prompts is an example of:
    A. Predictive modeling
    B. Generative AI
    C. Workflow automation
    D. Augmented analytics

22. The best time to use AI for task assistance is when:
    A. You don’t understand the subject
    B. You want to skip learning it yourself
    C. You need support generating initial content that you will review
    D. You don’t have time to check it

23. What is the purpose of prompt engineering?

    A. To simplify AI tool interfaces

    B. To improve the accuracy and relevance of AI responses

    C. To monitor AI tool performance

    D. To avoid policy compliance

24. **Sequencing:** Arrange the AI evolution timeline in the correct order to understand how generative AI emerged from traditional AI.

    A. Natural language processing enhances AI interaction with text

    B. Generative AI tools are released for public and workplace use

    C. Machine learning enables predictive AI based on data patterns

    D. Rule-based AI systems are developed for repetitive tasks

    E. Generative AI models are trained to create new content

    (D, C, A, E, B)

25. Read and sign the SOP policy on AI use at NovaCorp.

    [Attach SOP and electronic signature field/capability]

Training Implementation Schedule

It is recommended that courses and concepts be introduced on a weekly basis in order to maintain a manageable pace for learners. Rolling out content gradually helps prevent information overload, giving participants sufficient time to absorb and apply new knowledge. Additionally, this staggered approach minimizes disruptions to their regular workflow, allowing them to integrate learning into their schedules more effectively and sustainably.

Module Roll-Out Timeline

Week 1: Module 1 - AI Fundamentals and Policy

- WBT
- QRG/Checklist
- Policy Partner Badge

Week 2: Module 2 - Generative AI Tools and Uses

- Microlearning video
- Tool Tamer Badge

Week 3: Module 3 - Secure and Ethical Generative AI Use

- ILT
- Facilitator Guide
- QRG/Checklist
- Data Defender Badge

Week 4: Module 4 - Prompt Writing

- WBT
- Prompt Writing – QRG/Checklist
- Prompt Writing – Viva Engage Board
- Prompt Pro Badge

Week 5: Module 5 - Conclusion

- Quiz
- Sign SOP and Submit
- Learner Survey

Future: Module 6 - AI Use in the Workplace

- Gamified WBT

Facilitation Plan

Who will facilitate the training initiative?

Internal trainers [names] will be trained through train-the-trainer sessions, delivered by the instructional designers and content developers.

Communication Plan

How will the training solution be communicated to the audience?

- **Email sent from LMS** – “Mission Briefings” sent one week prior, start, weekly, and reminders
- **Social media posts** from Learning and Development – reminders and gamified leader board references
- **Department Managers** – Team communication through use of LMS completion reports, reminders, leader board recognitions, and follow-up for non-compliance

Technology Requirements

What types of technology will be required for the implementation of this training plan? Will new capabilities be required?

To ensure the successful implementation and accessibility of the training plan, several technology components will be necessary. These requirements are outlined below:

1. **Learning Management System (LMS):** All training elements—including web-based training (WBT), microlearning videos, instructor-led training (ILT) recordings, job aids, and knowledge checks—will be centralized within the organization’s LMS. This platform will serve as the primary hub for content delivery, learner tracking, progress reporting, and hosting supplementary materials.
    - **Tracking and Reporting:** The LMS will track learner participation, module completion rates, quiz performance, and time spent per module. These metrics will provide valuable data for evaluating training effectiveness and identifying areas that may need additional support.
    - **Access and Logins:** Each learner will access training content through their existing LMS credentials. These individual logins are already active and will allow for personalized progress tracking, certification issuance, and role-specific content delivery.
2. **Gamification Features:** An integrated leaderboard and badge system will be implemented within the LMS to encourage engagement and recognize achievement. Learners will earn digital badges for completing specific modules (e.g., "Policy Partner," "Tool Tamer") and may compete in leaderboards that highlight progress by department, role, or region. This will be a new capability controlled by the LMS administrator outside the training team, and will require development time and budget, which has already been approved.

- **Manager View:** Managers will have access to dashboards that enable them to view team progress in real-time, recognize top performers, and identify team members who may require additional support. During the training rollout, reports should be provided to managers on a weekly basis to facilitate training support and team-level celebrations.

3. **Viva Engage Board:** To support the implementation of this training plan, existing enterprise platforms will be leveraged alongside collaborative tools that enhance learner engagement and peer interaction. One such tool is Microsoft Viva Engage, which will be used to host a collaborative discussion board that encourages knowledge sharing, prompts experimentation, and scenario-based dialogue among learners. Learners will access the Viva Engage board using their existing Microsoft 365 credentials. No new logins are required, and seamless access is ensured through integration with the organization's Microsoft Teams environment. The board will be used to:
   - Facilitate peer-to-peer sharing of AI use cases and prompt-writing techniques
   - Enable asynchronous discussion of ethical dilemmas and tool applications
   - Recognize achievements and encourage reflection through prompts or "challenges of the week"
   - **New Capabilities Required:** No new enterprise-wide capabilities are required. However, moderator roles and board configuration settings will need to be enabled by administrators to support structured discussions and manage learner contributions effectively. Optional enhancements may include using analytics dashboards within Viva to monitor engagement trends and participation metrics.
4. **Media Compatibility:** To ensure accessibility and performance, all multimedia elements—including videos, animations, and interactive activities—will be developed in formats fully compatible with the LMS and responsive across multiple devices (desktop, tablet, and mobile). Closed captioning, transcripts, and screen reader-compatible formats will be included to meet accessibility standards.
5. **Secure Content Hosting and Compliance:** All content will be hosted in compliance with internal IT security standards and applicable data protection policies. This includes SCORM 1.2 compatibility for eLearning modules to ensure seamless integration and data capture.
6. **Technical Support and Troubleshooting:** A designated IT or LMS support contact will be available for learners and facilitators to report and resolve any technical issues that may arise during the training. A brief technical FAQ or “Getting Started” guide may also be provided for self-service support.

Training Development

Personnel/Developers

Who will develop the training? How many hours would be required?

Role	Estimated Hours
Project Manager	40
Instructional Designer (Lead)	120
eLearning Developer	100
Graphic Designer	40
Video Editor/Animator	30
LMS Administrator	20
QA/Proofreader/Technical Writer	20

Deliverable Development Timeline

How will the training materials be developed?

Deliverables will be developed on a weekly, topic-based schedule to ensure continuity across the training program and maintain alignment with instructional goals. This approach allows for focused content creation, timely integration of stakeholder feedback, and consistent pacing that supports learner engagement and retention. By developing materials by topic, the project team can ensure each module is contextually relevant, quality-assured, and ready for deployment without overwhelming resources.

Development Timeline by Week

Week	Deliverables
1	**Planning and Kickoff Deliverables:** • Training Outline with learning objectives, estimated deliverable timeline and budget, final assessment draft • Design Document for Module 1
2	**AI Fundamentals and Policy Development Begins Deliverables:** • eLearning/web-based training (WBT) – including script, storyboard • Quick reference guide (QRG)/checklist – including outline • Policy Partner badge • Design Document for Module 2
3	**Generative AI Tools and Uses Deliverables:** • Microlearning video • Tool Tamer badge • Design Document for Module 3
4	**Secure and Ethical Generative AI Use Deliverables:** • Instructor-led training (ILT) deck • Facilitator Guide • QRG/checklist • Data Defender badge • Design Document for Module 4
5	**Prompt Writing Deliverables:** • WBT • QRG/checklist • Viva Engage Board • Prompt Pro badge • Design Document for Module 5
6	**Assessment and Feedback Deliverables:** • Assessment/quiz • SOP Acknowledgement • Learner Survey • LMS hosting • Design Document for Gamified WBT, pending
Future Development	• AI in the Workplace – Gamified WBT

Estimated Budget

This is an estimated budget outline for the multi-course training development initiative. The figures provided reflect anticipated costs across key categories, including personnel, tools, production, and evaluation. These estimates serve as a baseline for planning and resource allocation. Each cost category will be closely monitored and tracked throughout the project lifecycle. Reporting on expenditures will occur on a weekly or monthly basis, depending on the cadence established in the Design Document, to ensure transparency, budget adherence, and timely adjustments as needed.

1. Personnel Costs (Internal or Contracted)

Role	Estimated Hours	Rate / Hour	Total
Project Manager	40	$60	$2400.00
Instructional Designer (Lead)	120	$55	$6600.00
eLearning Developer	100	$50	$5000.00
Graphic Designer	40	$45	$1800.00
Video Editor/Animator	30	$60	$1800.00
LMS Administrator	20	$45	$900.00
QA/Proofreader/Technical Writer	20	$45	$900.00
		Total Personnel:	**$19,400.00**

2. Technology & Tools

Item	Cost
Authoring Tool License (e.g., Articulate 360)	$1,399
Video Editing Software (e.g., Camtasia/Adobe)	$299
Survey Tool License (e.g., SurveyMonkey/Typeform)	$300
LMS Hosting/Integration (not applicable)	$0
Stock Assets (images, icons, audio)	$500
Total Tools:	**$2,498.00**

3. Production & Delivery Costs

Item	Cost
Voiceover Talent (per module est. 3–5 min)	$1,000
Gamification Assets (badges, animations)	$500
Printing/Distribution (QRGs, if physical)	$0
Total Production:	**$1,500.00**

4. Evaluation & Reporting

Item	Cost
Data Analysis & Reporting	$800
Learner Survey Setup & Review	$400
Total Evaluation:	**$1200.00**

Estimated Totals

Category	Cost
Personnel	$19,400
Tools & Software	$2,498
Production & Delivery	$1,500
Evaluation & Reporting	$1,200
Estimated Total:	**$24,598.00**

Review Timeline: SME and Project Owner

Deliverable	Delivery for SME Review:	Feedback Return Date:	Delivery for Project Owner Review:	Feedback Return Date:
Training Design Document: Content outline, final review timeline, learning objectives, assessment draft	[date]	[date]	[date]	[date]
AI Fundamentals and Policy: WBT script, storyboard, job aid outline, badge draft	[date]	[date]	[date]	[date]
AI Fundamentals and Policy: WBT and job aid draft	[date]	[date]	[date]	[date]
Generative AI Tools and Uses: Video script, storyboard, badge draft	[date]	[date]	[date]	[date]
Generative AI Tools and Uses: Microlearning video	[date]	[date]	[date]	[date]
Secure and Ethical Generative AI Use: ILT deck, job aid draft, badge draft	[date]	[date]	[date]	[date]
Secure and Ethical Generative AI Use: ILT deck, facilitator guide, job aid	[date]	[date]	[date]	[date]
Prompt Writing: WBT script, storyboard, job aid outline, prompt pro badge draft	[date]	[date]	[date]	[date]
Prompt Writing: WBT, job aid, viva engage board	[date]	[date]	[date]	[date]
Final assessment: Assessment, SOP acknowledgement, learner survey draft	[date]	[date]	[date]	[date]
Feedback implementation: Deliverables published in LMS	[date]	[date]	[date]	[date]
Future development: AI Use in Workplace – gamified WBT, script, storyboard	[date]	[date]	[date]	[date]