Module 01 · For: All staff · 35 min

Working with AI at [Company name]

AI literacy training for all staff · [date] · [trainer]

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Why we are here

- AI is already part of our daily tools: chat assistants, email, CRM, design and meeting software
- The EU AI Act (Article 4) requires every company that uses AI to take measures that support the AI literacy of its staff
- This session is one of those measures; we record who attended and when
- No certificate is required: the goal is that you use AI safely and know our rules

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ADAPT

Our approved AI tools

Tool	What it is for	Data you may enter	Owner
[Tool 1, e.g. Microsoft 365 Copilot]	[Drafting, summaries of internal documents]	[Internal, not special-category personal data]	[Name]
[Tool 2, e.g. ChatGPT Team]	[Drafting, brainstorming]	[Public and internal only]	[Name]
[Tool 3, e.g. website chatbot]	[Customer questions]	[Customer queries]	[Name]
Anything else	Ask first	Nothing confidential or personal	[AI owner]

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ADAPT

The data rule

- Never enter into an unapproved AI tool: personal data of customers, colleagues or candidates
- Never enter: confidential business information, client documents under NDA, prices and contract terms, source code that is not public
- Never enter: passwords, access keys or security details
- Approved tools: only the data classes listed in our AI rules [adapt: data classes and tools]

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SCENARIO

The quick reply

A colleague pastes a customer's complaint, with name, address and order history, into a free chatbot on their phone to draft a polite reply.

Discuss: what is the risk, and what would you do?

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Five rules to remember

1. Use approved tools only
2. Keep personal and confidential data out
3. Check before you use
4. Say when AI is involved
5. Report problems the same day

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The full training pack

- Five editable PowerPoint decks: core module and add-ons for managers, HR, marketing and customer contact, IT and product
- Speaker notes on every slide, with the answers to the scenarios and the legal basis
- 22 quiz questions with answer key, training register, Article 4 measures record
- English and Polish · getdutybound.com/kit/training/

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