



AI Fundamentals

Syllabus

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Workshop Overview

In this workshop, participants will build practical AI fluency to recognize what kind of AI they're using, understand how it behaves, and choose the right tool for the work in front of them.

Through a clear mental model, a hands-on demo, and real-world examples, this workshop helps participants use AI more effectively and safely to produce stronger outputs, make better decisions, and avoid common data and accuracy missteps.

This training is designed for:

- **MSP Engineers/Technicians**
- **MSP Dispatch**
- **MSP Leadership**

Training Inclusions

- **2-hours of virtual, interactive content taught by an expert instructor with AI expertise**
- **Downloadable videos* of the content you can watch on-demand at your convenience**
- **Downloadable slide decks, handouts and resources**

Learning Objectives

Partners attending this training will learn how to:

- **Explain how AI behaves, including its strengths, limitations and common failure points**
- **Differentiate between major types of AI and determine which tools best fit specific tasks or problems**
- **Apply AI more effectively and safely in day-to-day work to improve output quality, reduce errors and avoid data missteps**

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

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Meet the Instructor



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