



AI Intensive for Workflow Learning: Enabling the 5 MoN at Lightspeed!

Course Overview

This immersive, three-day workshop gives Learning and Development professionals direct, hands-on experience applying AI to every stage of workflow learning design. Grounded in the 5 Moments of Need® methodology and powered by the EnABLE framework, the program takes you from AI fundamentals through advanced agent development—writing high-yield TRACI prompts, building custom GPT/GEM skills, constructing workflow automations, and deploying multi-modal AI agents.

You will leave with a tested prompt library, a working AI skill aligned to the EnABLE methodology, multimodal performance assets, and a strategic roadmap ready to deploy inside your organization.

“When you leave this workshop, you will not merely understand how AI supports workflow learning—you will have done it.”

3 - DAY WORKSHOP AGENDA

DAY 1: Developing AI Foundational Knowledge & Prompt Mastery

Day 1 establishes the conceptual and foundational skills that participants need to develop the high-yield prompts required to produce and implement impactful automations and agents.

Develop the supporting knowledge you need to optimize the use of AI Distinguish between AI tasks, AI skills, and workflow processes, and understand why the fundamental unit of performance—the job task—drives every AI design decision.

Employ key instructional design practices Determine how you can efficiently skill up AI to accelerate how people perform as well as learn in the workflow (aligning to the EnABLE methodology and the 5 Moments of Need framework).

Mitigate risk with the Gottfredson-Cavalier Human-AI Task Allocation Matrix Use a 7×7 decision matrix to determine which tasks should be human-driven, AI-assisted, or fully automated—balancing level of difficulty against critical impact of failure across four decision principles.

DAY 1: CONTINUED

Apply the TRACI prompt framework Master the Task – Role – Audience – Create – Intent structure to transform freeform prompts into consistently high-quality outputs. Write, test, and peer-review multiple TRACI prompts during structured lab time.

Produce an AI task by chaining prompts Build a multi-step prompt chain to accomplish a specific job task.

Determine a meaningful capstone project Scope your capstone project. Define your target prompting deliverables for Days 2 and 3, Set-up a prompt library for your capstone project. Share your plan with a peer for feedback.

DAY 2: Creating AI Skills for Workflow Learning

Day 2 shifts from developing structured prompts to creating AI skills. Participants move up the AI capability ladder—from individual prompts to packaged, reusable AI skills that non-technical colleagues can deploy immediately.

Review Day 1 Reinforce TRACI and the Human-AI Task Scale through a rapid quiz using Kahoot. Identify patterns in successful versus unsuccessful configurations.

Analyze Effective AI Skills Learn the anatomy of a well-scoped AI skill: purpose statement, trigger description, output specification, and iterative test-and-refine cycle.

Build a Simple AI Skill Create a focused, single-purpose GPT or GEM aligned to an identified Moment of Need. Experience the full build cycle: write → test → fix triggering → deploy.

Build a Multi-Modal AI Skill Extend your skill to handle multiple input types (text, audio, image, video) to support richer performance contexts. Explore how multi-modal capability changes the design of performance support.

Align AI Capabilities to the 5 Moments of Need® Map your skills across each of the 5 Moments of Need. Develop and store instructional actions as detailed prompt steps, then combine prompt steps into complete AI tasks that travel with employees.

Apply Day 2 Capabilities to Capstone Project Enhance emerging capstone deliverable and incorporate facilitator feedback before Day 3.



REGISTRATION

Online

https://www.applysynergies.com/ai_intensive_wfl_workshop/?fb-edit=1

Email

brooke@applysynergies.com

Should you have any additional questions don't hesitate to contact us at the above address.



My understanding of generative AI has completely changed since taking Josh's course. Knowing how the system works has even helped me explain it to others in a way that takes away their fear and hesitation around it.

WORKSHOP PARTICIPANT

DAY 3: Creating AI Automations and Agents

Day 3 completes the capability journey by introducing workflow automations and AI agents—the highest-leverage tools in the AI-enabled L&D toolkit. Participants also develop a personal strategy for staying current with the fast-moving AI platform landscape.

Monitor AI Platform Landscape Develop a personal AI monitoring strategy for using prompting techniques to stay current as the AI platform landscape evolves.

Build a Workflow Automation Develop a detailed plan for automating an L&D task. Define the goal and trigger → map the workflow → choose tools and platform (Zapier, Make, n8n, CoPilot Studio, and Google Workspace Studio) → build and configure → test and iterate → monitor and maintain. Plan test failure scenarios, how to validate with realistic data, and iterate before committing to deployment.

Explore the Difference Between Automations and Agents. Observe an AI agent that perceives its environment, reasons about intent, and consistently performs the most appropriate actions using tools, memory, and judgment—orchestrated by vetted knowledge and methodology. Review the Observe → Think → Act (ReAct) loop and key design principles: scope, system prompt, constraints, output format, and feedback loops.

Build a Multi-Modal Agent Design an agent scoped to a real workflow learning challenge. Define the agent's purpose, boundaries, success criteria, and system prompt. Experience how managed knowledge capital makes an agent more intelligent, wise, effective, efficient, skilled, and helpful.

Reflect & Plan Forward Evaluate your organization's AI readiness, review the full 5 Moments of Need® action matrix—mapping every capability practiced in the workshop. Determine how to employ AI research capabilities to author a tactical plan for how your L&D team can lead and manage the change opportunities of AI

Showcase Capstone Projects Present your complete capstone deliverable to the cohort and receive final facilitator feedback.