



 **OUTSOURCING**
TRAINING & CONSULTING
OTC Training Centre Sdn Bhd

14 hours ZOOM & PHYSICAL

**HYBRID
TRAINING**



21 & 22 May 2025 (Wed & Thu)



Remote Online Training (Zoom) &



Dorsett Grand Subang Hotel, Selangor (Physical)

**** Choose either Zoom OR Physical Session**

INTRODUCTION TO GENERATIVE AI AND CHATGPT:

EXPLORING THE FUTURE OF CONVERSATIONAL AI FOR BEGINNERS

WORKSHOP OVERVIEW:

The Introduction to Generative AI and ChatGPT workshop is designed to provide beginners and non-IT participants with a comprehensive understanding of generative AI and its applications in conversational systems. Participants will explore the capabilities of ChatGPT, a state-of-the-art conversational AI model, and learn how to leverage its power to create engaging and context-aware conversations. The workshop will cover foundational concepts, practical techniques, and real-world applications, equipping participants with the knowledge and skills to embrace the future of conversational AI.

TARGET AUDIENCE:

This workshop is designed specifically for beginners or non-IT participants. The content and language used in the workshop will be accessible and focused on providing foundational knowledge and practical insights into generative AI and ChatGPT for conversational systems. If you are looking for specific topic under generative AI and/or ChatGPT, kindly contact OTC.

LEARNING OBJECTIVE:

- Understand the fundamental concepts and techniques of generative AI.
- Gain insights into the architecture and training process of ChatGPT.
- Learn how to fine-tune ChatGPT for specific conversational tasks.
- Enhance the quality and coherence of ChatGPT's responses.
- Handle context and maintain conversational flow using ChatGPT.
- Explore emerging trends in generative AI and its impact on conversational systems.
- Understand the ethical considerations and responsible use of generative AI.
- Discover practical applications of ChatGPT in customer support and content generation.
- Identify opportunities for integrating generative AI into various industries.
- Gain insights into deployment strategies and considerations for generative AI systems.

COURSE CONTENT

Day 1:

Module 1 : Introduction to Generative AI

- Understanding Generative AI
 - Introduction to Generative AI Concepts and Applications
 - Examples of generative AI in everyday life
 - How generative AI is transforming conversational systems

Module 2 : Exploring ChatGPT

- Introduction to ChatGPT
 - Overview of ChatGPT as a conversational AI model
 - How ChatGPT understands and generates responses
- Getting Started with ChatGPT
 - Basics of using ChatGPT for conversations
 - Exploring pre-trained ChatGPT models
 - Understanding the role of data in training ChatGPT

Module 3 : Enhancing Conversations with ChatGPT

- Improving ChatGPT's Responses
 - Techniques for making ChatGPT's outputs more accurate and engaging
 - Controlling the length and style of ChatGPT's responses
- Lesson 5: Handling Context and Flow in Conversations
 - Managing ongoing conversations with ChatGPT
 - Strategies for maintaining context and coherence
 - Dealing with incomplete or unclear user inputs

COURSE CONTENT

Day 2:

Module 4 : Trends in Generative AI

- Latest Advances in Generative AI
 - Exploring recent developments in generative AI models
 - Understanding multimodal generative AI and its applications
 - How generative AI can generate customized outputs
- Ethical Considerations in Conversational AI
 - Addressing biases and fairness issues in generative AI systems
 - Responsible use of generative AI in conversations
 - Ensuring ethical deployment and monitoring of generative AI models

Module 5 : Practical Applications of ChatGPT

- ChatGPT for Customer Support
 - Understanding how ChatGPT can be used in customer service
 - Handling customer inquiries and support requests effectively
 - Ensuring personalization and user satisfaction in customer interactions
- Creativity with ChatGPT
 - Exploring ChatGPT's ability to generate creative content
 - Collaborative content creation and brainstorming using ChatGPT
 - Applications of ChatGPT in content marketing and creative industries

Module 6 : Integrating Generative AI into Various Fields

- Business Opportunities with Generative AI
 - Identifying potential applications of generative AI in different industries
 - Understanding the benefits and use cases of generative AI
- Implementation and Considerations
 - Deployment strategies for integrating generative AI into business models
 - Data privacy and security considerations
 - Overcoming challenges and managing organizational change