

AIM OF THE TRAINING

Equip managers and leaders in GBS with the skills to effectively implement in an AI-enabled environment, leverage GenAI and Microsoft Copilot in strategic and operational tasks, set standards for safe AI use, and identify high-value opportunities for efficiency and quality increases. You will learn how to use AI for personal productivity and process automation, and how to start implementing it in an organization.

TRAINING PROGRAM

- What AI is and isn't, key concepts, terminology
- Brief overview of currently used AI models
- AI applications in GBS organizations, use cases
- Personal productivity with AI
- Integrating AI into GBS business operations, implementation tactics
- Ethical dilemmas in AI
- AI and data security – understanding the risks and challenges
- Practical workshop: implementing simple AI solution
- Q&A and closing remarks

BENEFITS

- Apply AI tools to improve productivity and automate tasks
- Develop awareness of safe, ethical, and secure AI use
- Understand key AI concepts and how GenAI can be applied in GBS

LECTURERS

Bernard Ronka

Bernard has over 10 years of experience in process automation and RPA, helping organisations improve and streamline their work. He has supported international projects across finance, HR, customer service, and IT, focusing on making processes more efficient and scalable.

TRAINING DETAILS

Duration: 1 training day

Time: 9:00 – 15:30

Date: 13 October 2026

Language: English/Polish

Place: live on-line, Zoom platform

Price: 1 250 PLN net + VAT

For registration until: 18 September 2026

/ 10% - individual discount

/ 15% - group discount – 2 people or more