

AI – POWERED OPERATIONS EXCELLENCE

EMPOWERMENT THROUGH INTELLIGENT WORKFLOWS
(HRD CORP CLAIMABLE COURSE 10001659778)

Why This Program?

In today's fast – evolving workplace, employees are under constant pressure to do more with less and achieve faster turnaround, higher quality outputs, and better decision – making and without increasing headcount. Most operational inefficiencies are not strategic problems; they are workflow problems caused by repetitive manual work, fragmented information, and slow coordination.

AI – Powered Operations Excellence is a practical, business – focused training program designed to help teams embed AI directly into their daily operations from reporting and documentation to communication, analysis, and stakeholder engagement.



This program emphasizes immediate application. Participants work hands – on with widely available AI tools (ChatGPT, Microsoft Copilot, Gemini, NotebookLM) to build operational workflows they can deploy immediately after the training.

The program is hands – on and workflow driven and immediately applicable ensuring participants leave with working AI solutions customized to their department's operations, not just knowledge.

You'll explore:

AI for Operational Productivity & Workflow Automation

1: Introduction & AI Readiness Alignment

AI fit into daily operational work and setting realistic expectations.

2: Identifying Operational Bottlenecks

Recognizing where AI delivers the fastest productivity wins.

3: Prompt Engineering for Operational Excellence

Communicating with AI to get accurate, usable outputs.

4: Document & Report Automation

Reduce time spent creating, formatting, and revising documents.

5: Designing AI – Assisted Operational Workflows

From isolated AI usage to repeatable, team – ready workflows.

AI for Communication, Insights & Stakeholder Engagement

6: AI for Business & Stakeholder Communication (Enhanced)

Improve clarity and professionalism in internal and external communication.

7: AI for Data Interpretation & Decision Support

Extract insights from data without advanced analytics skills.

8: AI for Presentations & Visual Outputs

Improve presentation & understanding of operational information

9: Responsible & Ethical AI Usage

Safe, compliant, and sustainable AI adoption.

10: AI Integration Challenge (Capstone)

Consolidation learning into creating an organizational project

AI WORKFLOWS

DIGITAL ASSISTANTS

PROMPT ENGINEERING

Outcomes That Matter

After this program, you can:

- Identify operational tasks suitable for AI augmentation
- Use AI to automate reports, summaries, trackers, and documents
- Apply structured prompting for clarity, accuracy, and consistency
- Build personal and team – based AI work assistants
- Interpret data and extract insights using AI
- Enhance stakeholder communication using AI (emails, reports, briefings)
- Design ethical, human – in – the – loop AI workflows
- Return to work with ready – to – use AI workflows and templates

Program Snapshot

Duration	:	2 Days (14 hours)
Mode	:	Face – to – Face, interactive, hands – on Hands – on activities, work
Methods	:	– flow based learning & work based project
Industries	:	Applicable to all sectors
Audience (No prior AI or technical background required)	:	<ul style="list-style-type: none">• Operations & Administration Teams• Project & Program Managers• Executives & Department Heads• Finance, Procurement & Support Functions• Communications & Corporate Affairs Teams• Any role involving documentation, reporting, coordination, or communication

Key Benefits

- Reduce time spent on repetitive operational tasks
- Improve speed and consistency of reports, documents, and updates
- Enable teams to use AI confidently and responsibly
- Standardize workflows without complex systems or coding
- Improve internal and external stakeholder communication
- Achieve measurable productivity gains within weeks, not months

Time	Day 1 Content	Day 2 Content
0900 – 1030	Welcome & Networking Module 1: Introduction & AI Readiness Alignment	Recap & Kickoff Module 6: AI for Business & Stakeholder Communication (Enhanced)
1030 – 1050	Break	Break
1050 – 1300	Module 2: Identifying Operational Bottlenecks Module 3: Prompt Engineering for Operational Excellence	Module 7: AI for Data Interpretation & Decision Support Module 8: AI for Presentations & Visual Outputs
1300 – 1400	Lunch	Lunch
1400 – 1530	Module 4: Document & Report Automation	Module 9: Responsible & Ethical AI Usage
1530 – 1550	Break	Break
1550 – 1650	Module 5: Designing AI – Assisted Operational Workflows	Module 10: AI Integration Challenge (Capstone)
1650 – 1700	Evaluation of Day 1 Learning Closing	Evaluation of Learning/ Certificate presentation Closing



Manimaran Thiruvassagam (Mahesh)

Accredited HRDCorp Trainer | AI & Growth Specialist | Designer & Consultant

About the Trainer

Manimaran Thiruvassagam, better known as Mahesh, is a dynamic trainer, consultant, and strategist with over 20 years of experience at the intersection of technology, digital marketing, and AI – driven business transformation.

He holds a BSc (Hons) in Computing (Multimedia) from Staffordshire University (UK) and Advanced Diplomas in Engineering & Software Development from APIIT and Wigan & Leigh College (UK). Mahesh is an HRDCorp Accredited Trainer and is certified in Data Analytics and VUCA Leadership, reflecting his deep expertise in both technical and strategic disciplines.

As an industry practitioner and educator, Mahesh has worked with corporate leaders, entrepreneurs, and government agencies to help them navigate Malaysia's fast – evolving digital landscape. His workshops are known for bridging complex AI and PDPA concepts with real – world governance and business applications, empowering participants to lead responsibly in a data-driven era.

Mahesh has trained and collaborated with organizations such as MIHRM, The Star Media Group, Malaysian Hotel Association, and Gamuda Land, delivering programs that combine strategic foresight, technical acumen, and business creativity. His facilitation style is engaging, pragmatic, and outcome – oriented, helping leaders translate knowledge into measurable action.

Core Expertise

AI for Business Growth & Expansion: Integrating AI across HR, Finance, Marketing, and administrative functions; AI Process Automation & Workflow Optimization; Generative AI (Text, Image, Video, Avatar Creation).

Digital & Growth Marketing: Funnel Building & Lead Generation Systems; Brand Strategy, Storytelling & Campaign Design; AI-Powered Content Creation & Social Media Management.

Corporate Upskilling & Transformation: AI Skills for Non – Technical Teams; Strategic Planning & Rapid Foresight; Presentation Mastery & Visual Communication.

Creative & Technical Skills: Advanced Multimedia Design (Adobe Suite, Web UI, Video Editing); Marketing Collateral Development; Pitch Deck & Event Branding.

Ethical AI & Data Governance: Translating PDPA compliance, AI ethics, and governance guidelines into clear, actionable leadership frameworks.



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