

COURSE OVERVIEW AI0185
AI for Administrators

Course Title

AI for Administrators

Course Date/Venue

September 06-10, 2026/Tamra Meeting Room,
 AI Bandar Rotana Creek, Dubai, UAE

Course Reference

AI0185

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.

This course is designed to provide participants with a detailed and up-to-date overview of AI for Administrators. It covers the artificial intelligence, key AI concepts administrators should know and AI in modern administration; the generative AI tools, benefits and risks of AI for administrators and the administrator's role in an AI-enabled workplace; the AI for communication and correspondence, scheduling and time management and document management; the AI for data handling and reporting, customer and stakeholder support and AI for workflow automation; and the AI for resource and asset management, AI-assisted decision support, AI for performance monitoring and AI in financial and budget administration.



During this interactive course, participants will learn the collaboration between humans and AI, ethical use of AI in administration, data privacy and confidentiality; the legal and regulatory considerations, AI risk management, governance structures for AI use and responsible AI in public and private administration; the AI adoption in administrative units, step-by-step AI tools and AI skills for future administrators; and the AI vendors, tools and future of administrative work.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on AI for administrators
- Discuss artificial intelligence, key AI concepts administrators should know and AI in modern administration
- Identify generative AI tools, benefits and risks of AI for administrators and the administrator's role in an AI-enabled workplace
- Apply AI for communication and correspondence, scheduling and time management and document management
- Carryout AI for data handling and reporting, customer and stakeholder support and AI for workflow automation
- Employ AI for resource and asset management, AI-assisted decision support, AI for performance monitoring and AI in financial and budget administration
- Apply collaboration between humans and AI, ethical use of AI in administration, data privacy and confidentiality
- Discuss legal and regulatory considerations, AI risk management, governance structures for AI use and responsible AI in public and private administration
- Plan AI adoption in administrative units, implement step-by-step AI tools and apply AI skills for future administrators
- Manage AI vendors and tools and discuss the future of administrative work

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of AI for administrators, managers seeking to integrate AI into office workflows, team leaders and supervisors overseeing administrative units, office managers and operations coordinators, project support officers and program coordinators, HR and finance administrative staff, compliance and governance support staff, executive assistants and personal assistants, administrative officers, records and document management officers, customer service and front desk administrators and administrative assistants.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.


Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup and governance, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Risk and**

Contract Management (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence** for Senior Management, **Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management** (succession planning, performance management, competency frameworks, and behavioral assessment), **Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration.** Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees. He is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD in Leadership in Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 06th of September 2026

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Artificial Intelligence <i>What AI Is (and What AI Is Not) • Brief History and Evolution of AI • Types of AI: Narrow, General, and Generative • Real-World Examples of AI in Daily Life</i>
0930 – 0945	<i>Break</i>
0945 – 1030	Key AI Concepts Administrators Should Know <i>Machine Learning versus Automation • Algorithms and Data Basics (Non-Technical) • AI Models and Training in Simple Terms • Human-in-the-Loop Systems</i>
1030 – 1130	AI in Modern Administration <i>AI in Office Management • AI for Scheduling and Coordination • AI in Records and Document Handling • AI in Service Delivery and Support Roles</i>
1130 – 1215	Understanding Generative AI Tools <i>What Generative AI Does • Text, Image, and Data Generation • Common Tools (e.g., ChatGPT-Like Systems) • Strengths and Limitations of Generative AI</i>
1215 – 1230	<i>Break</i>
1230 – 1330	Benefits & Risks of AI for Administrators <i>Productivity and Efficiency Gains • Cost and Time Savings • Common AI Errors and Hallucinations • Risks of Over-Reliance on AI</i>
1330 – 1420	The Administrator’s Role in an AI-Enabled Workplace <i>Supporting Leadership with AI Insights • Acting as AI Coordinators or Champions • Managing AI-Assisted Workflows • Maintaining Accountability and Oversight</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day One</i>



Day 2: Monday, 07th of September 2026

0730 – 0830	AI for Communication & Correspondence <i>Drafting Emails and Memos • Tone Adjustment and Professional Writing • Multilingual Communication Support • Summarizing Long Messages and Threads</i>
0830 – 0930	AI for Scheduling & Time Management <i>AI-Assisted Calendar Management • Meeting Scheduling Optimization • Task Prioritization Tools • Automated Reminders and Follow-Ups</i>
0930 – 0945	Break
0945 – 1100	AI for Document Management <i>Document Drafting and Formatting • File Classification and Tagging • AI-Based Document Search • Version Control and Content Comparison</i>
1100 – 1215	AI for Data Handling & Reporting <i>Turning Raw Data into Summaries • Creating Simple Reports with AI • Data Validation and Error Detection • Visualizing Information for Decision-Makers</i>
1215 – 1230	Break
1230 – 1330	AI for Customer & Stakeholder Support <i>Chatbots and Virtual Assistants • Handling FAQs and Routine Inquiries • Escalation to Human Administrators • Maintaining Service Quality and Tone</i>
1330 – 1420	Hands-On Practice with Everyday AI Tools <i>Prompting Basics for Administrators • Improving Outputs with Better Instructions • Reviewing and Editing AI Results • Avoiding Common User Mistakes</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	Lunch & End of Day Two

Day 3: Tuesday, 08th of September 2026

0730 – 0830	AI for Workflow Automation <i>Identifying Repetitive Administrative Tasks • Rule-Based versus AI-Based Automation • Approval Workflows and Routing • Monitoring Automated Processes</i>
0830 – 0930	AI for Resource & Asset Management <i>Inventory Tracking with AI • Forecasting Supply Needs • Vendor and Procurement Support • Reducing Waste and Inefficiencies</i>
0930 – 0945	Break
0945 – 1100	AI-Assisted Decision Support <i>Using AI for Scenario Analysis • Supporting Managers with Summaries • Risk Identification and Trend Spotting • Understanding AI Recommendations</i>
1100 – 1215	AI for Performance Monitoring <i>Tracking Staff Productivity (Ethically) • Process Efficiency Analysis • Interpreting Dashboards and Insights • Avoiding Misuse of AI Monitoring Tools</i>



1215 – 1230	Break
1230 – 1330	AI in Financial & Budget Administration Expense Categorization • Budget Forecasting Support • Detecting Anomalies and Errors • Supporting Audits and Compliance
1330 – 1420	Collaboration Between Humans & AI Dividing Tasks Between Staff and AI • When to Trust AI – and When not to • Managing Change and Resistance • Building AI-Friendly Office Culture
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 09th of September 2026

0730 – 0830	Ethical Use of AI in Administration Fairness and Bias in AI Systems • Transparency and Explainability • Human Accountability • Ethical Decision-Making Frameworks
0830 – 0930	Data Privacy & Confidentiality Handling Sensitive Administrative Data • AI and Personal Data Risks • Data Protection Best Practices • Safe Use of Cloud-Based AI Tools
0930 – 0945	Break
0945 – 1100	Legal & Regulatory Considerations AI-Related Laws and Policies (Overview) • Compliance Responsibilities of Administrators • Record-Keeping and Audit Trails • Managing Third-Party AI Vendors
1100 – 1215	AI Risk Management Identifying Operational Risks • Managing AI Errors and Failures • Business Continuity Planning • Incident Reporting and Escalation
1215 – 1230	Break
1230 – 1330	Governance Structures for AI Use AI Usage Policies and Guidelines • Approval Processes for AI Tools • Roles and Responsibilities • Monitoring and Evaluation Mechanisms
1330 – 1420	Responsible AI in Public & Private Administration AI in Public Service Contexts • Trust and Public Perception • Inclusive and Accessible AI Use • Long-Term Societal Impact
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5: Thursday, 10th of September 2026

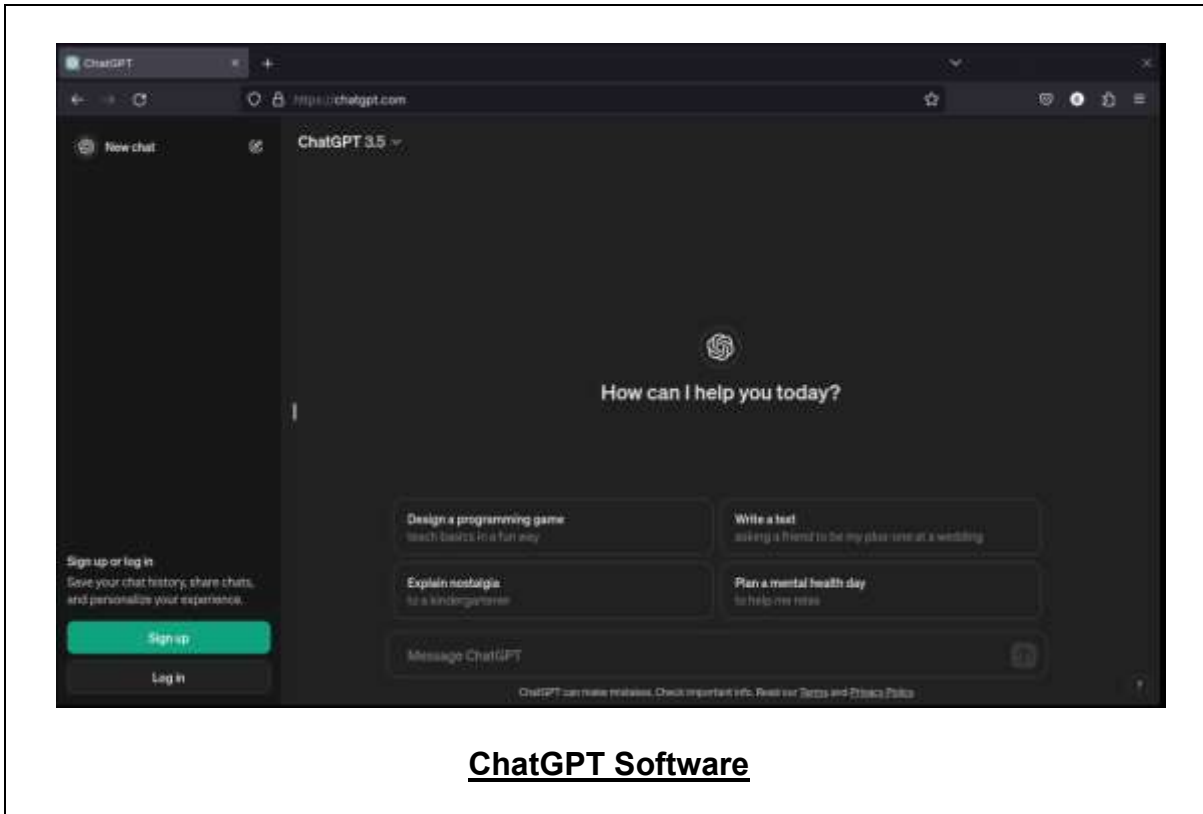
0730 – 0830	Planning AI Adoption in Administrative Units Identifying Suitable Use Cases • Assessing Readiness and Capacity • Cost-Benefit Considerations • Setting Realistic Expectations
0830 – 0930	Implementing AI Tools Step-by-Step Pilot Projects and Testing • Training Staff and Users • Change Management Strategies • Measuring Success and Impact

0930 – 0945	Break
0945 – 1100	AI Skills for Future Administrators Prompt Literacy • Critical Thinking with AI Outputs • Digital and Data Literacy • Lifelong Learning Mindset
1100 – 1215	Managing AI Vendors & Tools Evaluating AI Solutions • Contract and SLA Considerations • Vendor Accountability • Avoiding Vendor Lock-In
1215 – 1230	Break
1230 – 1315	The Future of Administrative Work How AI Is Reshaping Admin Roles • New Responsibilities and Opportunities • Jobs at Risk versus Jobs Enhanced • Preparing for Continuous Change
1315 – 1345	Capstone Exercise & Action Planning Designing an AI-Enabled Admin Workflow • Identifying Risks and Safeguards • Creating a Personal or Departmental AI Plan • Reflection and Next Steps
1345 – 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Simulator (Hands-on Practical Sessions)

Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “ChatGPT”, “Gemini”, “Copilot”, “PMI Infinity”, “Deepseek” and “Visio Software”.





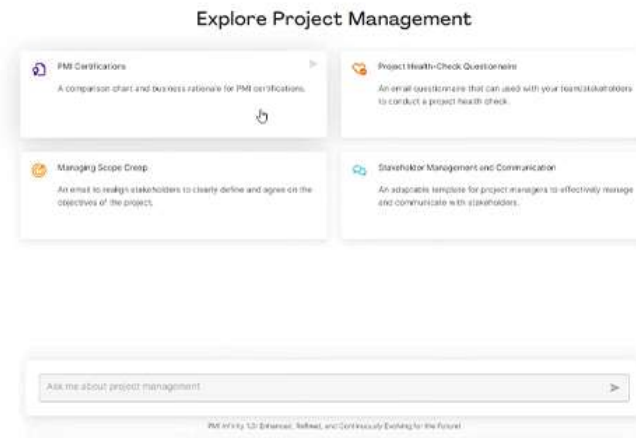
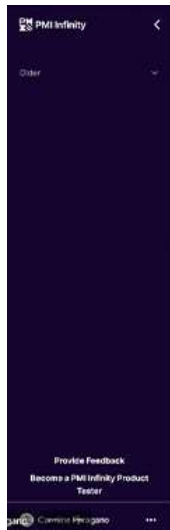
ChatGPT Software



Gemini Software



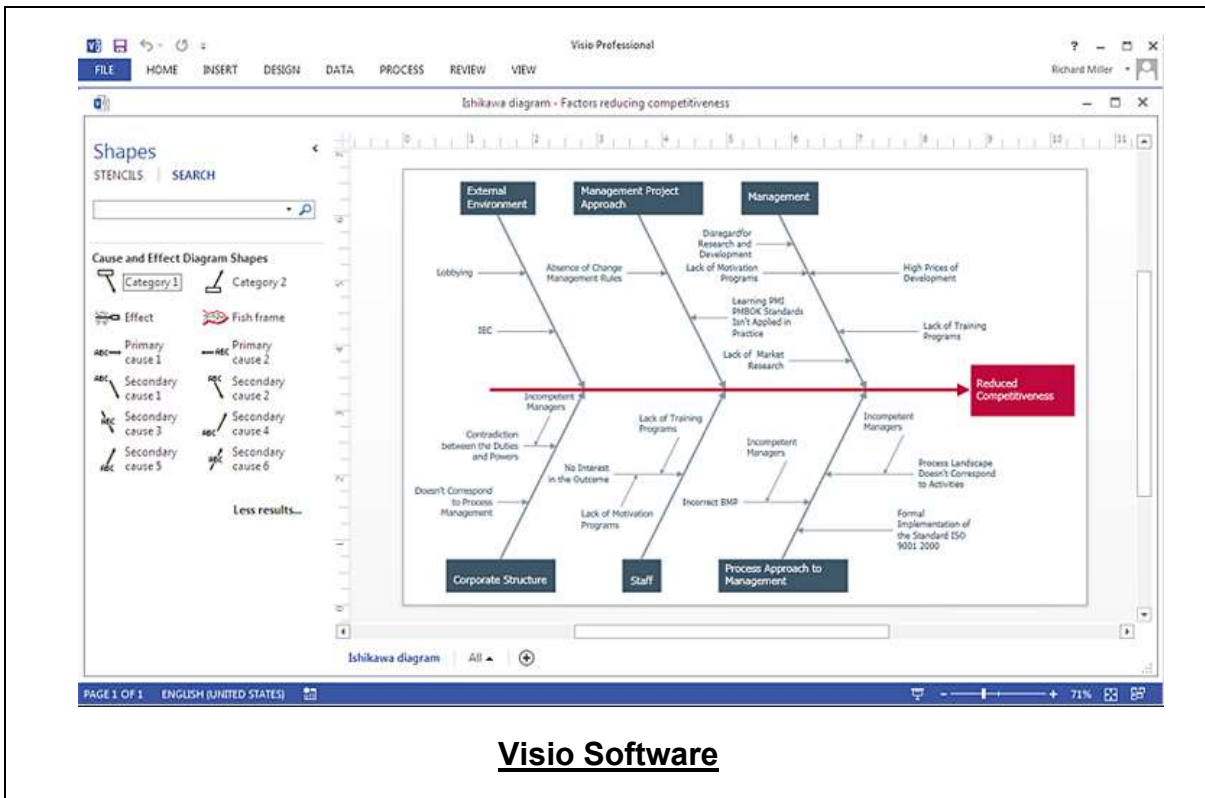
Copilot Software



PMI Infinity



Deepseek



Visio Software

Course Coordinator

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