

Working Smarter with Claude

A Practical Training Curriculum for Workplace AI Enablement

This curriculum is designed for professionals being introduced to AI tools in the workplace. Each scenario is built around a real-world task, and uses a side-by-side comparison of a weak prompt and a strong prompt to illustrate how small changes in how you ask lead to dramatically better results.

Three scenarios are developed here in full. Each is designed to be taught as a 15–20 minute workshop module, a 1:1 coaching session, or a self-guided exercise.

AUDIENCES

Business professionals / office workers · Creative & marketing teams · Tech-adjacent professionals (IT, ops, analysts) · Healthcare / clinical staff

SCENARIOS IN THIS CURRICULUM

1. Writing & Communication — Getting Claude to write the way you need it to
2. Summarizing & Extracting Insights — Turning long documents into usable information
3. Workflow Documentation — Capturing and writing processes people will actually follow

SCENARIO 1: WRITING & COMMUNICATION

Getting Claude to write the way you need it to

The Problem

Most people's first instinct when asking Claude to write something is to give it a topic and hope for the best. The result is usually generic, too long, and written in a voice that doesn't sound like them or fit their audience. This scenario teaches learners how to give Claude the context it needs to produce something actually usable.

Workplace Contexts

- A marketing coordinator drafting a client-facing email about a campaign delay
- A nurse writing a handoff note for an incoming shift
- An IT manager announcing a system outage to non-technical staff
- An operations analyst summarizing a vendor meeting for leadership

✗ WEAK PROMPT

Write an email about the project delay.

☑ STRONG PROMPT

Write a professional but warm email to a client letting them know their website redesign will be delayed by two weeks. The delay is due to feedback we're still waiting on from their team. Keep the tone apologetic but confident. Three short paragraphs max. No jargon.

What Changed — and Why It Matters

- — **The strong prompt tells Claude who is receiving this. That changes the vocabulary, tone, and level of formality.** Role & audience

- — **Providing context lets Claude write something honest without sounding defensive.** Reason for the delay
- — **“Apologetic but confident” is a specific creative direction. Without it, Claude defaults to generic professional.** Tone instruction
- — **“Three short paragraphs, no jargon” removes the guesswork and prevents a wall of text.** Format constraint

HANDS-ON EXERCISE

Think of a real message you've had to write recently that felt awkward or took too long. Write two prompts for it — the quick version you would have typed first, and a stronger version using the elements above. Run both in Claude and compare the outputs.

Debrief questions:

- What did the weak prompt get wrong or miss?
- What element of the strong prompt made the biggest difference?
- What would you still edit in the strong output — and can you add that to the prompt instead?

FACILITATOR NOTE

The goal here is not perfection — it's the habit of slowing down for 30 seconds before submitting a prompt. Most people are in a hurry and treat Claude like a search engine. This exercise resets that instinct.

SCENARIO 2: SUMMARIZING & EXTRACTING INSIGHTS

Turning long documents into usable information

The Problem

One of Claude's most powerful workplace uses is reading long documents so you don't have to — or at least, so you can get oriented before you do. But “summarize this” produces a mediocre result. This scenario teaches learners how to tell Claude what they actually need to extract, and for whom.

Workplace Contexts

- A healthcare administrator reviewing a new CMS compliance document
- A marketing manager reading a 40-page competitor analysis report
- An IT analyst reviewing a vendor's technical proposal
- An operations lead trying to pull action items from a long meeting transcript

✗ WEAK PROMPT

Summarize this document.

☑ STRONG PROMPT

I'm an operations manager preparing for a leadership meeting. Read this vendor proposal and give me: (1) a 3-sentence executive summary, (2) the top 3 risks I should raise with my team, and (3) any pricing or timeline commitments they've made. Use plain language — my audience is not technical.

What Changed — and Why It Matters

- — **Telling Claude who you are shapes what it considers important. A clinician and a CFO need different things from the same document.** Your role and context

- — **Numbered sections give you a scannable, usable result instead of a wall of prose.** Structured output request
- — **“Risks” and “pricing commitments” are things Claude might otherwise bury or skip entirely.** Specific extraction targets
- — **“My audience is not technical” is a simple instruction that changes the vocabulary of the entire response.** Audience awareness

HANDS-ON EXERCISE

Bring a long document you’ve been meaning to read — a policy update, a report, a vendor email thread. Write a strong extraction prompt that specifies your role, your audience, and exactly what you need pulled out. Run it and evaluate:

- Did it find what you actually needed?
- Was anything missing that you would have caught yourself?
- How much time did this save versus reading it yourself?

IMPORTANT TEACHING MOMENT

Claude can miss things. It can occasionally misread numbers or overlook a nuance buried in page 34. This tool accelerates your reading — it does not replace your judgment. Always verify anything high-stakes against the source document. Teaching this honestly builds trust with your audience.

SCENARIO 3: WORKFLOW DOCUMENTATION

Capturing and writing processes people will actually follow

The Problem

Writing documentation is one of those tasks everyone agrees is important and no one wants to do. Claude can do the heavy lifting — but only if you give it the raw material to work from. This scenario teaches learners how to turn rough notes, voice explanations, or bullet points into clean, usable documentation.

Workplace Contexts

- An IT admin documenting a new software onboarding process for end users
- A clinical coordinator writing a step-by-step intake procedure for new staff
- A marketing team member capturing a campaign approval workflow
- An operations manager turning tribal knowledge into a written SOP

✗ WEAK PROMPT

Write documentation for our onboarding process.

☑ STRONG PROMPT

Here are my rough notes on how we onboard a new employee to our Microsoft 365 environment. [paste notes] Turn these into a clear step-by-step guide written for someone with basic computer skills who has never used Microsoft 365 before. Use numbered steps. Flag any step where they might get confused and add a brief tip. Keep the language friendly, not technical.

What Changed — and Why It Matters

- — **Claude cannot document what it doesn't know. Your notes, however rough, are the essential input. Even a voice memo transcription works.** Providing raw material
- — **"Someone with basic computer skills who has never used Microsoft 365" tells Claude exactly how much to explain and what to assume.** Defining the reader
- — **Numbered steps are a format choice that improves usability. Claude won't default to this without being asked.** Format instruction
- — **Asking Claude to flag confusion points adds a layer of quality that would take a human much longer to write.** Proactive tip request

HANDS-ON EXERCISE

Pick a process you do regularly that isn't written down anywhere. Spend 3 minutes writing rough bullet notes on how it works — don't worry about completeness. Then write a strong prompt that turns those notes into a usable guide.

- Who is the intended reader?
- What format would work best for them?
- What are the steps where people typically get stuck?

After running the prompt: what did Claude get right? What did it invent that isn't accurate? This last point is critical — Claude will occasionally fill gaps with plausible-sounding steps that aren't your actual process. Review and correct.

FACILITATOR NOTE

This scenario tends to produce the most immediate "a-ha" moments in a training session. People suddenly see a task they've been dreading for months become a 20-minute project. Lean into that energy — then immediately follow it with the verification reminder. The goal is confident, critical users.

CORE PRINCIPLES TO TEACH IN EVERY SESSION

1. Context is everything

Claude knows nothing about you, your organization, your audience, or your constraints unless you tell it. The single biggest upgrade most people can make is simply adding a sentence of context before their request.

2. The prompt is a first draft, not a final order

If the first output isn't right, don't start over — respond to it. Say "make it shorter," "change the tone," "add a section on X." Claude holds the conversation context and iterates with you.

3. Claude is a collaborator, not an oracle

Claude can be wrong. It can confidently state something inaccurate, miss a nuance, or produce something technically correct but practically useless. The goal is to use it to accelerate your work — not to outsource your judgment.

4. Specificity beats length

A longer prompt is not always a better prompt. One specific, well-chosen instruction — "write this for a 10-year-old" or "no bullet points" — often does more than a paragraph of vague direction.

EXPANDING THIS CURRICULUM

The following scenarios are natural next modules when your learners are ready to go deeper:

UPCOMING SCENARIOS

4. Research & Competitive Intelligence — Using Claude to synthesize information, compare options, and prepare briefings
5. Presentations & Visual Narratives — Using Claude to structure decks, talking points, and stakeholder-ready content
6. Role-Specific Workflows — Tailored scenarios for healthcare, marketing, IT, and operations teams
7. Using Claude Responsibly — Privacy, accuracy, hallucinations, and what not to put into AI tools
8. Building Your Own Prompt Library — Helping professionals save, refine, and share prompts that work for their team