



BLUEHIVE

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**SMEs get
70% funding
from e2i**



Using ChatGPT for Email Writing and Reporting

2-Day Hands-On Course

Overview of the Course

In today's fast-paced work environment, efficiency and clear communication are essential. This "Using ChatGPT for Email Writing and Reporting" course is a specialized, hands-on training designed to empower not only administrative and support staff with the skills needed to leverage AI for enhanced productivity, but also senior level staff to gain insights into using AI to foster a more effective communication strategy.

Across two days, participants will explore how ChatGPT can streamline email creation, simplify report writing, and elevate communication standards within your organization.

Through practical exercises and expert guidance, this course ensures that participants gain confidence and proficiency in using ChatGPT for everyday tasks, helping them communicate more effectively and work more efficiently.

Course Benefits

- **Increased Productivity and Efficiency:** Automating routine tasks like email drafting and report generation allows staff to focus on higher-value, strategic work, improving overall workflow
- **Consistent and Professional Communication:** Employees gain skills to produce clear, concise, and professional emails and reports, maintaining a unified and polished brand voice across all communications.
- **Cost and Time Savings:** Streamlined processes and quick adaptation to AI tools lead to reduced training costs, faster task completion, and ongoing operational savings.
- **Enhanced Digital Skills and Workforce Empowerment:** Upskilling staff with modern AI tools increases adaptability, job satisfaction, and confidence in their roles, preparing them for the digital economy.
- **Competitive Advantage and Innovation:** Early AI adoption signals a forward-thinking approach, positioning the organization as innovative and improving customer interactions and business outcomes.

This course is customized for your organizational needs, with a core focus on overcoming your current bottlenecks and enhancing staff productivity.

Who Should Attend?

This course is tailored for individuals and teams who frequently manage communication and reporting duties. It is suitable for:

- **Administrative Staff:** To simplify daily correspondence and create templates for faster responses.
- **Support Staff:** For customer inquiries, service reports, and task documentation.
- **Team Leaders and Managers:** Seeking to standardize communication processes and boost team efficiency.
- **Freelancers and Contractors:** Who need to enhance their communication and reporting capabilities.

This course is open to all staff levels:

- **Entry-Level Staff:** For those new to administrative or support roles, this course provides essential skills to communicate professionally.
- **Mid-Level Staff:** Improve efficiency, develop time management skills, and learn ways to streamline routine tasks.
- **Senior-Level Staff and Managers:** Gain insights on using ChatGPT to set communication standards and train team members, fostering a more productive work environment.

Contact Us



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Overview of the Course

This hands-on 2-day course will be tailored to your organization's needs and is suitable for all levels of management and staff. It is designed to help participants leverage the power of ChatGPT for creating effective, polished emails and generating high-quality reports.

Attendees will gain practical experience and learn productivity-boosting techniques to enhance communication and workflow efficiency using AI-driven tools.

Day 1

Foundations and Email Writing Mastery

(8 Hours)

Morning Session (4 Hours)

1. Introduction to ChatGPT

- Overview of ChatGPT capabilities and applications
- Use cases for business productivity
- Setting expectations and AI limitations

2. Setting Up for Success

- Accessing and navigating ChatGPT (web and integrations)
- Customizing prompts for your unique needs

3. Fundamentals of Effective Email Writing with ChatGPT

- Structuring professional emails
- Tone and style guidelines for different contexts (formal, friendly, etc.)
- Crafting responses from scratch: Hands-on practice

4. Real-Life Applications and Scenarios

- Responding to common work-related emails (customer service, internal memos, meeting invitations, etc.)
- Case studies and interactive activities

Afternoon Session (4 Hours)

5. Templates and Customization

- Creating reusable templates for frequently sent emails
- Customizing templates with specific prompts and variables

6. Polishing and Proofreading

- Using ChatGPT for grammar correction and tone refinement
- Ensuring clarity and professionalism

7. Hands-on Practice and Q&A

- Participants draft, review, and improve emails in small groups
- Real-time feedback and refinement with instructor guidance

Day 2

Reporting and Advanced Applications

(8 Hours)

Morning Session (4 Hours)

8. Effective Reporting Basics

- Key components of impactful reports
- Structuring information for clarity and purpose

9. Using ChatGPT for Report Creation

- Summarizing key insights
- Generating content for reports (e.g., introductions, conclusions, executive summaries)
- Data-driven narratives and highlighting key points

10. Automating Routine Reporting Tasks

- Creating templates for standard reports
- Embedding ChatGPT into report workflows

Afternoon Session (4 Hours)

11. Data Interpretation and Visualization Tips

- Techniques for explaining data insights in reports
- Integrating text with data tables and visuals

12. Advanced Customization and Troubleshooting

- Refining output with targeted prompts
- Managing unexpected AI outputs and aligning to organizational standards

13. Practical Exercises and Group Projects

- Teams create and present a report using ChatGPT
- Feedback session and best practices review

14. Wrap-Up and Course Reflection

- Recap of key takeaways
- Next steps for integrating ChatGPT into everyday tasks
- Q&A and final thoughts

About the Trainer

Serene Kwok, founder and lead consultant of Bluehive Consulting, is a seasoned expert with over 20 years of experience in branding, marketing, and digital transformation. As a Professional Singapore Certified Management Consultant and Certified Sustainability Practitioner, Serene has successfully guided numerous organizations through business transformation initiatives, integrating sustainability and innovative strategies to drive growth and operational efficiency. She is passionate about empowering businesses and their teams to embrace change and achieve measurable impact.

Serene is also a certified ACLP Trainer and specializes in designing and facilitating engaging, hands-on training programs tailored to diverse industries. With her extensive expertise, she has helped upskill countless professionals in leveraging digital tools and AI-driven solutions, equipping them to excel in the modern digital economy with practical, real-world applications.

Bluehive Consulting: Empowering Business Transformation in the Digital Age

Who We Are

Bluehive Consulting is a leading integrated branding and marketing consultancy specializing in business transformation and digital innovation. We are recognized as a Professional Singapore Certified Management Consultant (PSCMC) by Enterprise Singapore, a testament to our dedication to delivering impactful solutions that drive growth, efficiency, and sustainability. With over two decades of experience, our team has guided companies through successful digital transformations, enabling them to stay relevant and competitive in today's ever-evolving market landscape.

How We Help Companies Transform and Thrive

In a rapidly changing business world, adaptability and innovation are key. Bluehive Consulting partners with companies to streamline their operations, improve efficiency, and empower their teams to embrace the digital economy. Our business transformation services encompass a holistic approach, including:

Digitalization and Process Improvement: We help companies adopt the right digital tools, refine business processes, and increase productivity by integrating technology solutions tailored to their needs.

Upskilling and Training: Our expert-led training programs prepare staff at all levels to harness digital tools and drive growth in their roles. From leveraging AI for everyday tasks to mastering advanced digital marketing strategies, we equip teams to excel in the digital economy.

Strategic Consulting: We work closely with clients to develop customized strategies that align with their goals, ensuring sustainable business growth and transformation.

Funding and Support for Your Growth

We understand that embarking on a business transformation journey can be a significant investment. To support companies, Bluehive Consulting assists in navigating the funding landscape, helping them maximize available grants and resources, including:

Enterprise Development Grant (EDG): Designed to support projects that help businesses grow, innovate, or transform, we guide companies in applying for this funding to achieve impactful outcomes.

CTC Grants by e2i Singapore: Companies looking to upskill and empower their workforce can benefit from the Career Conversion Programme (CTC) grants. We work with clients to secure these grants, enhancing employee capabilities and driving company productivity.

This Course and Funding Eligibility

Our "Using ChatGPT for Email Writing and Reporting" course can be applied for under the e2i Professional Development Grant. This grant provides financial support to companies seeking to upskill their staff, ensuring employees are equipped with the latest tools and skills needed to thrive in the digital economy.

At Bluehive Consulting, our mission is to partner with companies on their transformation journey—enhancing efficiency, embracing digitalization, and empowering teams to succeed in the modern marketplace. Together, we can build a brighter, more productive future.

Important note:

Funding is not guaranteed and will only be provided upon approval of the application by e2i. Local SMEs interested in upskilling their Singaporean or PR staff (at least 5) are encouraged to apply.

