



COURSE OUTLINE

training | consulting | courseware

AI for Innovation & Problem Solving - the Start-up Game

Course Aim

This course is designed for teams who want to move beyond using AI as a simple chat tool and start using it as a genuine problem-solving partner. Participants spend the morning building a solid foundation in how AI works and how to use it well, then spend the afternoon putting that foundation into practice by working through a structured innovation framework, using AI at each stage to challenge their thinking, test their assumptions, and strengthen their solution.

What you'll learn:

- Learn the core AI terminology, tools and models so you can hold your own in any AI conversation.
- Learn how to write effective prompts and provide the right context to get useful results.
- Understand the ethical and practical limitations of AI, including bias, hallucination and accountability.
- Learn a human-centric approach to working with AI, where AI supports your thinking rather than replaces it.
- Apply AI directly to a real problem-solving framework, using it to challenge assumptions, generate alternatives and sense-check decisions at each stage.

Course Duration:

Full Day: 9 am to 4:30 pm

Inclusions:

Each participant will receive a comprehensive course manual covering the AI training content. The afternoon session includes full facilitation, game boards and equipment, and playbooks and score sheets for the applied activity.

What to Bring:

- Laptop or device with access to AI.

Course Topics:

Morning Session:
AI Foundations

Key Terms

- Generative AI.
- How large language models generate responses.
- Context Window and Tokens.
- AI Modes and Models.

Prompting and Context Engineering

- Anatomy of a good prompt.
- Providing context for better results.
- Following up and refining responses.
- Grounding.

Ethics and Limitations

- Accuracy and AI hallucinations.
- Bias and inclusion.
- Political and cultural influences.
- Human accountability for AI-assisted decisions.
- Security and Privacy.

The Human-Centric Workflow

- AI as a thinking partner, not a replacement.
- Keeping human judgement at the centre of decisions.
- Understand AI limitations.

AI Communication Patterns

- Modify LLM settings.
- Creating custom personas.
- Adapting messages.

Using AI to Apply Problem Solving Frameworks

- Using AI to plan how a framework applies to your context.
- Moving from framework insights into actions.

Agentic AI

- Using agents.
- Creating custom GPTs / agents

Afternoon Session:
Innovation & Problem Solving



AI & the Innovation Mindset

- Challenge common innovation myths.

AI & the Four-Phase Innovation Framework

Discovery

- Test and challenge your problem definition.
- Surface stakeholder needs and blind spots.

Ideation

- Generate and expand on ideas.
- Pressure test thinking.

Design

- Research and validate design decisions.
- Identify risks in the proposed solution.

Delivery

- Prepare and refine the final pitch.
- Reflecting on where AI added value and where human judgement led.

AI for Accelerator Behaviours

- Use AI to help discover good and bad accelerator behaviours.

VUCA

- Use AI to identify risks using the VUCA framework.