



CLAUDE 101

Foundations for Effective AI Use

A practical training program that helps staff confidently use Claude for research, analysis, drafting, collaboration, and everyday workflow improvement.

Why this program

Most organizations adopt AI tools but struggle to turn access into real, repeatable value. The gap is rarely the technology — it is context, workflows, governance, and team adoption. Claude 101 closes that gap with a structured path that moves staff from scattered experimentation to confident, productive daily use, with human judgment and responsible practice built in at every step.

Key learning outcomes

By the end of the program, participants will be able to:



Configure Claude for their role

Set up Claude's profile, context, and approved connected tools so responses reflect their actual work.



Use Claude Projects effectively

Create and organize Projects that preserve context, support recurring work, and reduce re-briefing.



Choose the right Claude workspace

Know when to use chat, Projects, Artifacts, Tasks, and other Claude surfaces for different types of work.



Write stronger Claude prompts

Draft prompts that give Claude the right role, task, context, format, constraints, and examples.



Build reusable Claude workflows

Turn repeated tasks into templates, prompt libraries, shared Projects, or skill candidates.



Collaborate through Claude

Design shared Projects, handoffs, review steps, and team workflows so work can move cleanly between people.

Who should attend

Program managers

Analysts

Operations staff

Technical teams

Leadership teams

Knowledge workers

Teams scaling Claude org-wide

Curriculum overview

Five instructor-led modules — each pairs core concepts with hands-on, real-world practice.

01

MODULE
Your Claude Environment

Understand how Claude works and master the layered context system across org, personal, and project settings.

COMPETENCIES
Context layers · connectors · model selection

- ✓ Configure a personal profile and connect approved tools.

02

MODULE
Workspaces & Surfaces

Learn the four work structures and when to use interactive chat versus autonomous agentic tasks.

COMPETENCIES
Chat · projects · artifacts · tasks

- ✓ Map real work to the right surface and a task brief.

03

MODULE
Projects, Skills & Team Infrastructure

Write system prompts a colleague can reuse, and navigate skills and shared knowledge libraries.

COMPETENCIES
System prompts · skills · shared knowledge

- ✓ Stand up a live project and contribute a prompt.

04

MODULE
Prompt Craft

Master the anatomy of strong prompts and the iteration loop that turns good output into stakeholder-ready work.

COMPETENCIES
Prompt patterns · iteration · the 80→95 standard

- ✓ Build a personal library of reusable prompts.

05

MODULE
Team Workflows & Handoffs

Design shared projects, clean handoffs, and review tiers that keep humans accountable end to end.

COMPETENCIES
Shared projects · review tiers · incident response

- ✓ Run a full team cycle on one deliverable.

Training format

- * Five instructor-led sessions, ~60 minutes each
- * Interactive exercises in every module
- * Real-world organizational examples
- * Hands-on practice with live work items
- * Take-home resources, prompts, and templates

Every session is tailored to your organization's tools, policies, and real work — so skills transfer immediately.

Organizational benefits

- ✓ Faster onboarding to Claude
- ✓ More consistent Claude outputs across staff
- ✓ Better use of Projects, Artifacts, Tasks, and shared resources
- ✓ Reduced re-briefing and duplication of effort
- ✓ Stronger prompt libraries and reusable workflows
- ✓ Clearer handoffs and review processes
- ✓ Greater value from Claude team or enterprise licenses