
INTRODUCTION

Employees are using it to prepare reports, develop recommendations, conduct research, generate ideas, draft communications and support decision-making. Yet while adoption is growing quickly, the ability to critically evaluate AI-generated outputs may not be developing at the same pace.

AI can produce responses that are polished, convincing and confidently written. However, these outputs may still contain inaccurate information, outdated knowledge, hidden assumptions, bias or fabricated content. For Learning and Development professionals, the challenge is no longer simply helping employees learn how to use AI. It is ensuring that they know how to use it responsibly, question its outputs and retain sound professional judgement.

Critical Thinking in the Age of AI is a practical, full-day workshop designed to strengthen the thinking capabilities employees need to work effectively in an AI-enabled environment. Through experiential activities, structured questioning techniques, practical frameworks and realistic workplace scenarios, participants learn how to interrogate AI-generated information, identify potential weaknesses and make better-informed decisions without surrendering accountability to the technology.

TARGET AUDIENCE

This workshop is suitable for employees who use or review AI-generated information as part of their work, including:

- Corporate professionals and knowledge workers
- Managers and team leaders
- Senior executives and decision-makers
- Human resource professionals
- Learning and Development professionals
- Organisational Development practitioners
- Strategy and planning teams
- Finance and business analysts
- Marketing and communications professionals
- Project and programme managers
- Public-sector officers
- Professionals involved in research, reporting or policy development

No programming or technical AI background is required, Some prior exposure to AI tools would be helpful, but it is not required.

LEARNING OUTCOMES

Upon completing the workshop, learners will be able to :

1. Explain, at a foundational level, how generative AI works and why it may generate inaccurate or misleading responses
2. Apply ethical, responsible and secure AI-use principles in professional and organisational contexts
3. Identify and audit AI hallucinations, biases, assumptions and reasoning gaps using a structured evaluation approach
4. Use questioning and prompting techniques to challenge AI-generated outputs and strengthen their own thinking
5. Apply practical decision-making frameworks when considering AI-assisted recommendations
6. Maintain appropriate human oversight and accountability when working with generative AI

WORKSHOP OUTLINE / CONTENT

Module 1: The AI Reality Check Introduction to how generative AI works

- How AI generates responses from patterns in data
- Why fluent language can create an impression of authority
- The confidence-versus-accuracy gap
- Strengths of generative AI in workplace applications
- Limitations of AI in professional and leadership contexts
- Situations in which human judgement remains essential

Module 2: Ethics and Responsible AI Use

- Risks associated with workplace use of generative AI
- Confidentiality and sensitive information
- Personal data and privacy considerations
- Intellectual property and ownership concerns
- Hallucinations and inaccurate information
- Bias and potentially discriminatory outputs
- Appropriate human oversight
- Validation and verification processes
- Organisational policies and acceptable-use expectations
- Professional accountability for AI-assisted work

Module 3: When AI Gets It Wrong—and How to Catch It

- Distinguishing facts, claims, opinions and assumptions
- Why the distinction matters when evaluating information
- Common types of AI failure
- Hallucinations and fabricated information
- Outdated or incomplete knowledge
- Sycophancy and excessive agreement
- Confirmation bias
- Overgeneralisation
- Unsupported causal relationships
- Missing context and unspoken assumptions
- Precision questioning techniques
- Verifying sources and evidence

Module 4: AI as a Thinking Sparring Partner

- Socratic questioning
- Using questions to uncover reasoning gaps
- Steelmanning an opposing viewpoint
- Differentiating strong counterarguments from superficial disagreement
- Assumption mapping
- Identifying what is being taken for granted
- Prompting AI to challenge a proposal or recommendation
- Asking AI to identify missing stakeholders or risks
- Recognising when AI is merely agreeing with the user
- Testing conclusions against alternative explanations

Module 5: Decision-Making With AI

- Common weaknesses in human decision-making
- Cognitive bias and decision shortcuts
- Automation bias and over-reliance on technology
- How AI can amplify existing assumptions

- Pre-mortem thinking
- Imagining failure before implementation
- Identifying risks, consequences and affected stakeholders
- Evaluating the quality and completeness of information
- Applying a practical decision framework
- Determining when escalation or expert review is required
- Maintaining clear human accountability

Module 6: The AI Decision Lab

- Reviewing an AI-generated analysis
- Separating facts from assumptions and claims
- Identifying potential hallucinations and bias
- Applying precision questioning
- Mapping assumptions
- Considering credible opposing viewpoints
- Conducting a pre-mortem
- Assessing risks and stakeholder implications
- Developing a recommendation
- Presenting and defending the team's decision
- Receiving peer and facilitator feedback

WHY CHOOSE THIS COURSE?

It Reinforces Responsible AI Culture

The workshop helps organisations communicate that using AI responsibly involves more than compliance. It requires judgement, questioning and ownership.

It Complements Technical AI Training

The course does not compete with tool-based or prompt-engineering programmes.

It complements them by developing the human capabilities employees need to evaluate outputs, challenge assumptions and make sound decisions.

It Addresses a Growing Capability Gap

Many employees are already experimenting with AI, whether or not formal training has been provided. This programme helps L&D teams build the critical-thinking and responsible-use capabilities required to support safer and more effective adoption.

The programme can support organisations seeking to :

- Strengthen responsible AI adoption
- Build critical-thinking capability across the workforce
- Complement existing AI literacy or prompt-engineering programmes
- Reduce over-reliance on AI-generated content
- Improve the quality of AI-assisted decision-making
- Reinforce data confidentiality and responsible-use practices
- Develop stronger verification and validation habits
- Prepare managers to review AI-assisted work
- Strengthen professional judgement and accountability
- Support organisational AI governance initiatives

SYSTEM REQUIREMENTS

1. Participants are required to bring their own laptop for the workshop. The laptop should have Microsoft 365 installed, including Microsoft Excel. Any Microsoft Excel version released after 2009, including Excel 2010 and later versions, would be suitable for the hands-on activities.
2. Participants should also ensure that their laptop is able to connect to the internet (wifi) during the session.