



DIGITAL INNOVATION AND TRANSFORMATION | DIT-028

Generative AI for Public Sector Employees

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Course content

Why Attend

Public servants can use generative AI to draft documents, summarise consultations, answer citizen queries and analyse policy, saving time and improving services. Public sector use also requires strong attention to accuracy, transparency, privacy and fairness.

This Aractech course provides practical training in using generative AI tools for public sector tasks, prompt techniques, verification of outputs, data protection, ethical use and organisational policies. Participants build a set of safe, reusable workflows.

Course Methodology

- Hands-on AI exercises
- Public sector scenarios
- Prompt workshops
- Ethics discussions
- Workflow design

Course Objectives

- Explain generative AI capabilities and risks
- Use AI to draft and summarise public sector documents
- Apply AI to citizen communication and services
- Use AI responsibly for policy and research
- Verify outputs and protect personal data
- Follow governance and ethical guidelines

Target Audience

- Civil servants and public officials

Course content

- Policy officers
- Administrative staff in government
- Communications staff

Course outline

Detailed course outline

Day-by-day outline for Generative AI for Public Sector Employees.

Day 1 - Generative AI Basics

- 09:00-09:45 | What generative AI is
- 09:45-10:30 | Public sector opportunities
- 10:30-11:00 | Risks
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Risks (continued)
- 11:45-12:30 | Available tools
- 12:30-14:00 | Exercise: Task mapping

Day 2 - Drafting and Summarising

- 09:00-09:45 | Letters and briefings
- 09:45-10:30 | Meeting minutes
- 10:30-11:00 | Consultation summaries
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Consultation summaries (continued)
- 11:45-12:30 | Plain language
- 12:30-14:00 | Lab: Drafting exercises

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Day 3 - Citizen Services

- 09:00-09:45 | Answering queries
- 09:45-10:30 | Chatbots
- 10:30-11:00 | Accessibility
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Accessibility (continued)
- 11:45-12:30 | Multilingual support
- 12:30-14:00 | Lab: Citizen communication

Day 4 - Policy and Research

- 09:00-09:45 | Research assistance
- 09:45-10:30 | Evidence summaries
- 10:30-11:00 | Verifying sources
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Verifying sources (continued)
- 11:45-12:30 | Bias
- 12:30-14:00 | Case study: AI in a ministry

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Day 5 - Responsible Use

- 09:00-09:54 | Data protection
- 09:54-10:48 | Transparency
- 10:48-11:00 | Accountability
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Accountability (continued)
- 12:12-13:06 | Organisational policies
- 13:06-14:00 | Capstone: Safe AI workflows

Seminar dates

Available seminar dates

Live dates and pricing for Generative AI for Public Sector Employees generated from the course details page.

Date	Location	Format	Fee
18 - 22 January 2027	Paris	Classroom	€3,825
15 - 19 February 2027	Frankfurt	Classroom	€1,875
15 - 19 March 2027	Barcelona	Classroom	€2,815
19 - 23 April 2027	Barcelona	Classroom	€2,815
17 - 21 May 2027	Rome	Classroom	€3,460
21 - 25 June 2027	Geneva	Classroom	€4,315
19 - 23 July 2027	Amsterdam	Classroom	€2,830
16 - 20 August 2027	Paris	Classroom	€3,825
20 - 24 September 2027	Frankfurt	Classroom	€1,875
18 - 22 October 2027	Barcelona	Classroom	€2,815

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20 - 24 December 2027	Rome	Classroom	€3,460
18 - 22 January 2027	Online / Live	Online / Live	€1,815
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17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815

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