Horwath HTL

AI ENABLEMENT PROGRAMME · ENGAGEMENT OVERVIEW

AI enablement, measured by what your team can do at the end

AGREED BEFORE WE START
Four outcomes, each with a clear test of when it is done.

DELIVERED THROUGH
Workshops, e-learning, and support.

COMPLETE WHEN
Your team has all four in place.

THE OUTCOMES What your team will have

Tools set up for your work

Claude accounts, admin roles, and settings that fit how your team works, with shared instructions, project spaces, and an AI use policy on what information may go into which AI tool.

Done when everyone works in your organisation's account, under rules you have approved.

AI basics for everyone

Everyone learns how AI produces answers, how to write good prompts for any AI tool, how to check results, and when a person must decide. Claude users also learn its main features.

Done when the team has completed the core learning and used it in its own work.

Depth for research, writing, and data

Short, in-depth lessons for people who **research, write, or analyse data**: finding and checking sources, writing in your organisation's style, and working with spreadsheets and figures.

Done when each person in those roles has applied the lessons to a real task.

THE MAIN OUTCOME

Two to three workflows running with AI

Your key workflows, mapped step by step, each with a library of prompts, Claude skills (reusable instructions), and guides. Routine steps become partly automated; people check the important steps.

Done when the team uses each workflow in day-to-day work, it passes the agreed checks, and a named owner can maintain it.

MAP **With the people who do it** › LIBRARY **Prompts, Claude skills, and guides** › RUN **Used in day-to-day work** › CHECK **People check the important steps**

Fine-tuned in use for a set period, then handed to its owner.

THE APPROACH

How we work

1

Discover

Discovery workshops and a short survey about how you work now, your tools, who needs what, and which workflows matter most.

2

Set up

We configure accounts, admin, and shared instructions with your administrator, and draft an AI use policy for you to approve.

3

Learn

Self-paced e-learning: short videos, each with a short guide and a practice task, chosen for each role.

4

Discuss

Live sessions to review what the team learned, practise on real examples, and answer questions.

5

Map and build

We map each workflow with the people who do it, then build and test its prompts, Claude skills, and guides.

6

Run and refine

A set number of check-ins over a set period of use. We fix what fails the agreed checks, then hand each workflow to its owner.

How we measure results

At discovery, we record a starting point for each workflow: how long it takes, how often it runs, and where it slows down.

At the close, we and your management review use, quality, and estimated time saved.

DELIVERABLES

What you keep

- Your Claude workspace, with admin settings configured
- An AI use policy, drafted for your approval
- Learning videos and short guides, yours to keep for your team's use
- Workflow maps showing where AI helps and where people check
- A library of prompts, Claude skills, and guides for each workflow
- A final review of use and results against the starting point

AGREED WITH YOU AFTER DISCOVERY

Timing and order, which sessions are on site or online, who takes which learning path, the number of check-ins, and which workflows we cover.

NOT INCLUDED

Extra workflows, major rework, ongoing help-desk support, a hosted learning platform, and video updates as the tools change. These can follow as separate services.

YOUR PART

A named coordinator, one or two AI champions to help colleagues day to day, time for the team to learn and practise, and approvals for licences and admin.

QUESTIONS

Common questions

What does outcome-based mean here?

We agree four outcomes with you before we start, each with a clear test of when it is done. The engagement is complete when your team has all four in place.

How long does support last once the workflows are built?

A set number of check-ins over a set period of use, agreed with you after discovery. We fix what fails the agreed checks, then hand each workflow to its named owner.

Do we have to use Claude?

The AI basics cover any AI tool, including how to write good prompts and check results. Set-up, Claude's main features, and the workflow library are built on Claude.

Do we keep the learning videos?

Yes. The learning videos and short guides are yours to keep for your team's use. A hosted learning platform and video updates as the tools change are not included, and can follow as separate services.

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