BALAI IKHTISAS MALAYSIA
M A L A Y S I A N
PROFESSIONAL CENTRE

PRACTICAL AI FLUENCY
FOR PROFESSIONALS

PROGRAM DETAILS

Date : 5 January 2027, Tuesday
Time : 9:30 am - 5:30 pm

Fee : RM199.00 per person
(RM15 transportion reimbursement per participant)

Venue : Bangunan BIM,
51B Jalan SS21/56B, Damansara Utama,
47400 Petaling Jaya, Selangor

PROGRAM OVERVIEW

The program is divided into two sesisons. Session one will equips professionals from different disciplines with a common foundation in using AI for everyday work.

Participants will learn how to give clear instructions, review source materials, compare documents, prepare professional drafts and organise follow-up. The emphasis is on useful, verifiable outputs rather than technical terminology or coding.

Session two focus on practical to introduce participants to designing and testing a bounded AI agent for a professional task.

Participants will move from individual prompts to a structured workflow that can retrieve information, inspect supplied records, identify missing information and prepare reviewable outputs.

SESSION 1 LEARNING OUTCOMES

- Explain the role and limitations of generative AI in profesisonal work.
- Construct clear prompts using task, context, sources, constraints and output requirements.
- Research a question and verify important claims against original sources.
- Extract and compare information from supplied documents.
- Prepare professional briefings, correspondance and action registers.
- Identify unsupported claims, missing information and outputs requiring approval.
- Apply a simple view process before using or sharing AI-assisted work.

SESSION 2 LEARNING OUTCOMES

- Distinguish a conversational assistant, a fixed workflow and a bounded AI agent.
- Map a professional task into inputs, steps, tools, outputs and approval points.
- Configure instructions, permitted sources and operating boundaries.
- Build a prototype that retrieves relevant information and prepares structured outputs.
- Specity when the agent should as for clarification or stop.
- Test the prototype against missing information, conflicting evidence and inappropriate requests.
- Prepare a practical checklist for further development and controlled workplace trials.

WHO SHOULD ATTEND

- Professional practitioners, managers, educators and administrative personnel

CONTACT US
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COURSE OUTLINE

Session 1

TIME	AGENDA	REMARKS
9:30 am - 10:00 am	REGISTRATION	
10:00 am - 10:10 am	Module 1 : Understanding AI in Professional Work	Introduction to Generative AI, model versus application, suitable professional tasks, limitations, confidentiality, human responsibility, orientation to the training interface. Personal list of suitable AI-assisted tasks
10:10 am - 10:20 am	Module 2 : Giving AI Clear Instructions	Task, context, sources, constraints, output and review., improving weak prompts, asking for clarification, specifying audience and format. Reusable professional prompting template
10:20 am - 10:30 am	Module 3 : Researching and Checking Evidence	Framing a research question, identifying sources, separating source statements from interpretation, checking references, recognising evidence gaps. Short research note with verified supporting sources
10:30 am - 10:45 am	BREAK	
10:45 am - 11:15 am	Module 4 : Analysing Professional Documents	Extracting requirements, comparing proposals, identifying missing information, checking figures, distinguishing "not stated" from "not available", referencing source passages. Verified document-comparison table
11:15 am - 11:45 am	Module 5 : Preparing Professional Work	Turning verified findings into a briefing, drafting correspondance, adapting tone and structure, separating facts, assumptions and recommendations. Draft professional briefing and clarification emails
11:45 am - 12:15 pm	Module 6 : Organising Follow-up	Extracting actions, assigning owners and deadlines through human decisions, recording dependancies, distinguishing proposals from agreements, avoiding unintended commitments. Review action register and draft follow-up message
12:15 pm - 1:00 pm	Module 7 : Reviewing and Applying AI Responsibly	Checking accuracy, evidence, privacy, calculations and approval status, peer review, identifying a suitable workplace application. Complete work pack and individual application plan.

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COURSE OUTLINE

Session 2

TIME	AGENDA	REMARKS
2:00 pm - 2:40 pm	Module 1 : Understanding Agents and Selecting a Use Case	Assistant versus workflow versus agent, appropriate scope, task selection, professional judgement, identifying actions that require approval. Selected use case and scope statement
2:40 pm - 3:20 pm	Module 2 : Mapping the Professional Workflow	Defining the trigger, inputs, sources, steps, tools and outputs, decision points, clarification requests, stop conditions, approval gates One page workflow map
3:20 pm - 3:50 pm	Module 3 : Building the Source-Grounded Foundation	Preparing the workspace, adding sample documents, writing agent instructions, defining source references and output templates. handling unanswered questions. Working document-based assistant
3:50 pm - 4:05 pm	BREAK	
4:05 pm - 4:20 pm	Module 4 : Adding Bounded Agent Behaviour	Choosing among permitted information-gathering steps, retrieving relevant material, inspecting a prepared table, requesting clarification, generating a draft action or communication Controlled multi-step prototype
4:20 pm - 4:40 pm	Module 5 : Testing Reliability and Safety	Normal requests, missing information, conflicting documents, unsupported questions, instructions embedded in source material, attempts to exceed permissions, reviewing tool activity. Test-results sheet and revised configuration
4:40 pm - 5:00 pm	Module 6 : Human Approval, Demonstration and Implemetation Planning	Reviewing outputs and proposed actions, documenting limitations, prototype demonstration, identifying requirements for a controlled workplace pilot. Demonstrated prototype and implementation checklist
5:00 pm	END	

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MEET THE TRAINER
Dr. THONG CHI WAH

Dr. Thong Chi Wah is a property-sector practitioner, educator and digital solutions architect with a strong interest in helping professionals make better decisions through practical knowledge and technology. He is a Probationary Valuer and Probationary Estate Agent, while also working on property research, professional education and applied artificial intelligence initiatives.

Through MaarketLab Consultancy, Dr. Thong develops AI OpenData web-app, property valuation and estate agency deals and Agentic AI tools that bring together property knowledge, market data and AI. He is particularly interested in making complex topics—such as open data, property analysis and generative AI—more accessible and useful for students, practitioners and business owners.

He believes technology should support professional judgement rather than replace it, and enjoys sharing practical ideas that people can apply with confidence in their daily work.

EMPOWERING PROFESSIONALS TO WORK SMARTER, THINK BETTER AND EMBRACE AI.

Register now or contact us for more information.

Scan to register.

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