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AI Agent Training: Claude Cowork & ChatGPT Work

2 days (14 hours)

Overview

AI agents allow you to delegate multi-step tasks: searching for information, processing files, using tools, and producing deliverables.

This training teaches you how to use Claude Cowork (Anthropic) and ChatGPT Work (OpenAI) to transform a business request into a structured agent workflow—without any programming. It is designed for users who are already comfortable with AI assistants and wish to move on to advanced agent usage.

Over two days, you'll work on a business case from start to finish, using a scenario and resources prepared for the training. You'll define the task, organize instructions, memory, and sources through context engineering, then break down the work using tools, connectors, and sub-agents.

You'll verify the deliverables with business tests (evaluations), formalize the method as a reusable Agent Skill using SKILL.md, and test it on new data. You'll then learn how to automate, monitor, and share the workflow: scheduling, human validation, error handling, duplicate prevention, and maintenance.

Each workshop builds on the work from the previous one. You'll leave with a mission brief, a verified deliverable, a set of evals, a documented Skill, and a planned workflow.

Hands-on exercises can be completed using Claude Cowork or ChatGPT Work, depending on the tool preferred by participants or their company. The method is the same in both environments; their differences are explained throughout the course. Demonstrations and exercises are reviewed and updated before each session.

Objectives

- Frame an agent-based mission and define its autonomy, resources, and validation points
- Structure the context, memory, sources, progress, and traceability of a mission
- Break down and orchestrate a workflow using tools, connectors, and sub-agents
- Produce, test, and ensure the reliability of an agent-based workflow's deliverables
- Formalize a validated method as a reusable Agent Skill and test it on new data
- Automate, monitor, and share a workflow while managing permissions, validations, errors, and maintenance

Target Audience

- Executive assistant or administrative professional
- Project manager or program manager
- Manager or team leader
- Consultant, analyst, or AI specialist
- HR, finance, procurement, and operations roles
- Sales, marketing, and communications teams
- Any professional looking to integrate AI agents into their processes

Prerequisites

- Familiarity with using a web browser and office software
- Prior experience with ChatGPT or Claude and knowledge of the basics of prompting
- Ability to describe a business process and its quality criteria
- No programming skills are required (no-code approach)

Technical Prerequisites

- Windows or macOS computer, up-to-date browser, and stable internet connection
- Choose one tool for the workshops: Claude or ChatGPT, with the desktop app up to date
- For Claude: Pro, Max, Team, or Enterprise subscription, with Skills and code execution enabled
- For ChatGPT: a Plus, Pro, Business, Enterprise, or Edu subscription, with access to Skills and workshop features
- Have the necessary access and connectors for the workshops, with sufficient quotas, depending on the subscription, the interface used, and company permissions

Agenda for our AI Agent training: Claude Cowork & ChatGPT Work

[Day 1: Morning]

Understanding agent-based work

- Compare the same task in a conversation, deterministic automation, and an agent-based workflow

- Distinguishing between conversation, project, workflow, and agent: context, sequence of steps, and autonomy
- Understanding the agent-based loop: objective > plan > action (tool use) > observation > control and replanning
- Identify the agent harness: tools, context, permissions, and controls that govern the model
- Position Chat, Work, Projects, and Codex within OpenAI's ecosystem, and Claude alongside Cowork, Projects, and Claude Code on the Anthropic side
- Distinguish between Skills (methods), connectors, and MCP (access to data and tools), and plugins (packages that can bundle them)
- Select the model and reasoning effort—when adjustable—based on difficulty, time constraints, and quotas
- Identify tasks to automate or delegate to specialized agents
- Hands-on workshop: Compare several business scenarios, then choose the appropriate level of delegation for the training's main scenario.

Define a task and prepare its environment

- Map out the process: inputs, steps, decisions, exceptions, and expected outcome
- Convert a business request into an assignment contract: objective, scope, sources, success criteria, and limitations
- Prepare files, resources, and connections to business tools, verifying and confidentiality rules
- Defining autonomy: making proposals, acting after approval, or performing tasks under supervision
- Separate read and write access, configure permissions and guardrails according to internal rules
- Prioritize a connector or dedicated tool, then use a browser and computer as needed. Limit the blast radius through the principle of least privilege
- Provide for clarifications and include human validation (human-in-the-loop, approval gates) before sensitive, external, or irreversible actions
- Hands-on workshop: Draft the brief, including expected outcomes, quality criteria, and validation steps.
  Prepare resources and verify necessary access permissions.

[Day 1: Afternoon]

Structure the context, the log, and the mission log

- Moving from prompt engineering to context engineering: instructions, sources, memory, tools, and mission status
- Organizing instructions and files within a project, distinguishing between persistent memory and

- Adopt a flexible Markdown convention: brief (BRIEF.md), rules (RULES.md), and quality criteria (QUALITY.md)
- Use STATE.md for the current state and LOG.md to track actions, decisions, errors, and resets
- Guide the agent to ask the right questions: missing information, ambiguities, and business trade-offs
- Understand RAG: search for relevant passages in the document to support responses and distinguish it from memory

- Limit context pollution and context decay in long-running contexts through just-in-time loading
- Preserve objectives, decisions, sources, and next steps during context compaction or a resumption
- Identify prompt injections and distinguish between authorized instructions and external content
- Hands-on workshop: Organize the context based on the brief, clarify missing information and initialize the state and mission log. Test how the system handles a contradiction or a spurious instruction.

Break down and orchestrate a complex mission

- Break down the objective into tasks and dependencies. Distinguish between rules applied by tools and decisions made by the model
- Structure the workflow: Collect > Analyze > Produce > Verify
- Recognize the main orchestration patterns: chaining, routing, parallelization, orchestrator-workers, and evaluator-optimizer
- Prioritize a single agent by default and identify the benefits of sub-agents for specializing the work or isolate the context
- Define for each step its inputs, tools, expected result, and termination criteria
- Organize handoffs, checkpoints, and the consolidation of results
- Monitor the agent's actions and assumptions, intervene to correct or validate, and prepare for resumption of tasks in the background
- Hands-on workshop: Break down and then execute the mission, and consolidate an initial deliverable. Document sources, decisions, and points to be checked.

[Day 2: Morning]

Test and correct the first deliverable

- Complete the information needed for verification using in-depth research (Research / Deep Research), documents, data, and connected applications
- Verify documents, spreadsheets, presentations, or websites against an acceptance criteria checklist: format,
  expected fields, and handling of missing information
- Understand structured outputs and distinguish between compliant format and accurate content. Explore, through a theoretical presentation, specialized decision models such as Jev from TypeSafe AI
- Build a mini set of business tests (evals): nominal cases, modified or missing data, contradictions, edge cases, and malicious instructions
- Verify completeness, consistency, source traceability, and the actual effects of actions
- Distinguish between facts, calculations, interpretations, and assumptions. Plan for abstention and human escalation in cases of uncertainty
- Coordinate self-checking (reflection), AI judging (LLM-as-a-judge), and human validation
- Perform targeted re-evaluation: correct the deliverable and instructions, then rerun the evaluations to detect regressions
- Hands-on workshop: Build tests based on the brief's criteria, evaluate the first deliverable, and correct any observed defects. Re-run the tests to validate the deliverable and the method.

Transform a validated method into an Agent Skill

- Distinguish between reused prompts, project instructions, document templates, custom GPTs, plugins, and Agent Skills
- Target a recurring use case and a single responsibility. Search for an existing Skill before creating one
- Understand the open Agent Skills standard: SKILL.md, name, description, instructions, and resources
- Formalize the validated method: inputs, steps, rules, examples, exceptions, checks, and output formats
- Load templates, examples, and references as needed: progressive disclosure
- Test triggering and non-triggering, and compare results with and without the Skill on new data
- Verify the source, content, and permissions before installation. Version the Skill and document its limitations and cross-platform portability
- Plan the migration from custom GPTs to plugins: review and retest the instructions, resources, and integrations
- Hands-on workshop: formalize the method as a Skill and run it on a second dataset. Verify its triggering and compare the results with the reference evaluations.

[Day 2: Afternoon]

Automate a workflow with Claude Cowork and ChatGPT Work

- Select the processes to automate and schedule one-time or recurring tasks (Scheduled Tasks)
- Explore task tracking over time: persistent agents such as “dots” in ChatGPT and scheduled tasks in Claude Cowork
- Distinguish between scheduled execution, context continuity, and proactive monitoring
- Choose between local and cloud execution based on the required resources, especially when the computer is turned off
- Define inputs, conditions, frequency, time zone, expected result, and termination conditions
- Distinguish between time-based and event-based triggers, such as a webhook, and identify any necessary additional integrations
- Anticipate errors with retries, fallbacks, recovery, and escalation to a human
- Avoid duplicates (idempotence) by verifying completed or uncertain actions before any retries
- Review the history and verify validation points to adjust the level of automation
- Hands-on workshop: Plan the validated workflow, monitor an initial run, and test a retry after a simulated failure. Verify that no duplicates occur.
- Guided demonstration: Observe a workflow fed by multiple sources and triggered by an event.

Monitor and share an agent-based workflow

- Distinguish between personal workflows, shared skills, and team workflows
- Define the owner, responsibilities, permissions, and maintenance rules
- Adapt supervision (human-in-the-loop) to the mission. Track executions, versions, tool calls, validations, errors, and retries: observability principles

- Measure return on investment (ROI): quality, time saved, execution time, resource consumption, cost, and human intervention
- Share a library of Skills and automations with documentation, manual recovery and backup versions
- Re-run baseline evaluations after a change to the model, Skill, or connector. Re-evaluate access permissions and the workflow's utility
- Final workshop: Run the workflow on new data, handle anomalies, and validate the deliverables. Prepare the workflow for reuse by another user.
- Group presentation: present the workflow, delegated tasks, test results, and selected controls. Explain the differences between Claude Cowork and ChatGPT Work.

Target Organizations

This training is intended for both individuals and companies—large or small—seeking to train their teams in new, advanced IT technology or to acquire specific business knowledge or modern methods.

Assessment upon enrollment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency with various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.

Training organization registered under number 11 75 54743 75. This registration does not constitute state accreditation.
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