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LogicalTalk

Making sense of what's new in IT

Why AI training is a business essential

There is a good chance someone in your business is already using AI.

They might be using it to draft emails, summarise notes, organise information, research ideas, or even to help with presentations and reports.

AI has arrived long before any formal plan for using it.

The conversation around workplace AI usually focuses on the technology. Which tools should we use? Which platform is best? How quickly should we adopt it?

But the more important question is simpler: Do people know how to use it properly?

Like any workplace tool, AI delivers the best results when people understand both its strengths and its limitations.

Used well, it can save time, remove repetitive admin, and help people focus on higher-value work.

Used poorly, it can create confusion, introduce errors, and increase the chances of sensitive information ending up in places it should not.

The challenge for businesses is that employees are often learning about AI from social media, online videos, articles, and conversations with colleagues rather than from their employer.

That means people inside the same business can develop different habits and expectations around the technology.

Some become confident users very quickly.

Others avoid it altogether because they worry about getting something wrong.

Good AI training helps employees understand where AI adds value, where human judgement is vital, what information should never be shared, and how to spot when an answer needs checking rather than trusting automatically.

Importantly, that training should reflect the work people do.

The way a finance team uses AI will look different from marketing, operations, customer service, or leadership teams.

A one-size-fits-all approach probably won't cut it.

Invest in practical guidance now and you're likely to find adoption becomes more consistent, confidence grows more quickly, and security concerns become easier to manage.

Because whether you actively encourage AI use or not, the technology is already finding its way into the workplace.

Training helps make sure it arrives in a way that benefits the business as much as the people using it.

did you know...

a new CAPTCHA is coming (maybe)?

Google's testing a new type of CAPTCHA that asks people to wave or hold up their hand to their webcam to prove they're human.

The system analyses points on the hand and fingers to distinguish people from bots, with the aim of making it harder for automated attacks to create accounts or attempt stolen passwords.

There is one small problem, though. Testers reportedly managed to bypass the system using nothing more than a photograph of a hand displayed through a virtual webcam. Hmm...

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Tech Facts

1

The world's first text message was sent on 3rd December 1992 by a 22-year-old software engineer called Neil Papworth. The message simply read: "Merry Christmas." It was sent over a Vodafone mobile network to an Orbitel 901 handset that looked more like a cordless home phone than the smartphones we carry today.

2

Before it became Windows, Microsoft's famous operating system was known internally as "Interface Manager." Development began in 1981 as a way of putting a graphical layer on top of the text-based MS-DOS system, making computers easier for ordinary people to use. Thankfully, someone decided that Windows was a catchier name before it launched in 1985.

3

Before Siri became the voice inside millions of iPhones, it started life as part of a research project funded by the US defence agency DARPA. Researchers wanted to build a digital assistant that could learn, understand context, and help people get things done. The first version of Siri appeared as a free iPhone app in 2010, before being acquired by Apple just a few months later.

Technology Update

Meta is looking beyond social media

Meta, the company behind Facebook and Instagram, may soon become a direct competitor to cloud giants like Microsoft Azure, Amazon Web Services and Google Cloud.

Reports suggest Meta is considering renting out spare computing power from the huge data centres it has built to support its AI. Businesses could potentially use that capacity to run AI tools, train models, or host applications.

"We all need people who will give us feedback. That's how we improve."

Bill Gates,
Businessman and Philanthropist

NEW TO

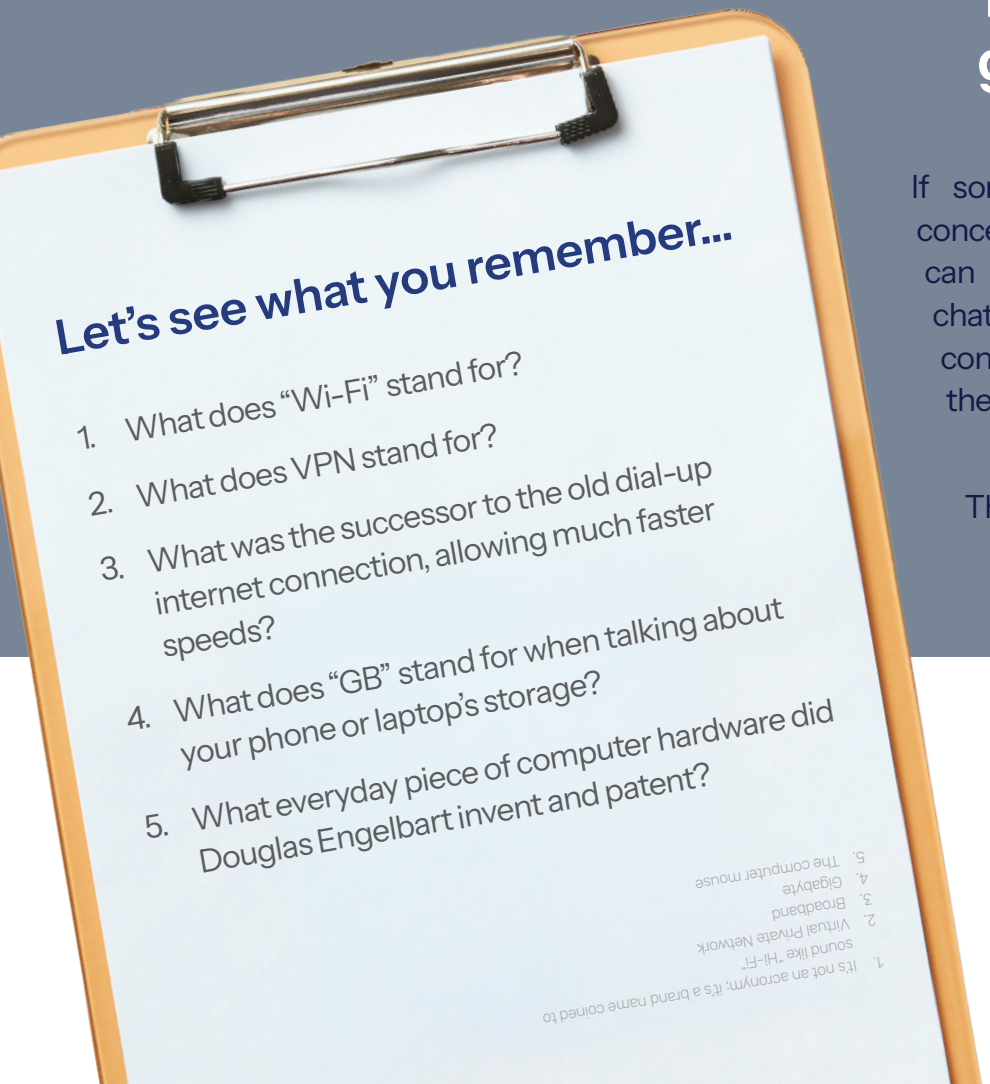
MICROSOFT



Microsoft is giving Teams Facilitator a new trick: Helping fill knowledge gaps during meetings.

If someone seems unsure about a term, concept, or topic being discussed, the AI can provide an explanation in the meeting chat without interrupting the flow of the conversation. Microsoft says it uses cues from the discussion itself and keeps responses relevant to the meeting topic.

The feature isn't enabled by default and requires a Microsoft 365 Copilot license.



Are you sick of repeating yourself?

Have a think about the jobs you do every single day on your computer.

Saving attachments into folders... renaming files... copying information from one system into another... opening the same programs every morning... moving documents around so they're where you need them later.

It eats away at your day.

Good news: That's the sort of work Microsoft built Power Automate to help with.

If you use Windows 11 Pro, there's a good chance you already have it installed on your PC without realising it.

Power Automate lets you to create simple automations for repetitive tasks.

Microsoft calls them "flows", but all that means is teaching your computer to follow a series of steps on your behalf.

The best bit is, you don't need to write code or have any technical knowledge to get started.

You can build automations using drag-and-drop tools, or simply press record, perform the task once yourself, and let Power Automate turn your actions into a workflow it can repeat whenever you need it.

Imagine your computer automatically saving invoice attachments into the right folder.

Or opening all your usual applications when you start work in the morning.

Or renaming files into a consistent format without you having to do it manually every time.

Small jobs stay small when you only do them once.

When you repeat them every day for months or years, they become something else entirely.

One of the nicest things about automation is that it doesn't get distracted, interrupted, or *ahem* forget a step halfway through because the phone rang.

The process runs the same way every time.

It's a great way to free up your team to spend less time acting like computers and more time doing the parts of their jobs that benefit from their experience and judgement.

If you're using Windows 11 Pro, one of your most useful productivity tools may already be sitting there waiting for you to open it.



Q&A

Q: Why does my business need a password manager if we already use strong passwords?

A: Strong passwords only help if they're unique and stored securely. Password managers make that practical for everyday use.

Q: What happens if our cloud provider has an outage?

A: Most cloud services are designed to stay available even if something goes wrong behind the scenes, but it's still important to know what your backup and business continuity plans look like if a service becomes unavailable.

Q: How do I know when we've outgrown our current IT setup?

A: If technology is regularly slowing people down, causing workarounds, or creating frustration, it's usually a sign it's time for a review.

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