

AI Fluency at Work

Design Document

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MODALITY	AUDIENCE	DURATION	FRAMEWORK
Self-paced e-learning	All staff (non-technical)	~18–22 minutes	4D AI Fluency

Learning Objectives

By the end of this module, learners will be able to:

- 1 Delegation** — Decide whether a given task is appropriate to delegate to AI, or requires human judgment.
- 2 Description** — Construct a clear, specific prompt that reduces the risk of poor or unusable output.
- 3 Discernment** — Evaluate AI-generated output for accuracy before relying on it.
- 4 Diligence** — Apply Meridian Hale's client-data boundaries when using AI tools.

Design Rationale

- **Built on a named, credible framework** — Anthropic's 4D AI Fluency model, rather than invented “best practices,” giving the training authority and a shared vocabulary managers can reference later.
- **Scenario-driven** — each of the 4 D's is taught through a realistic Meridian Hale moment, not abstract theory.
- **Branching decision points** at the Discernment and Diligence stages — the learner makes a call and sees the consequence.
- **Short and mandatory-friendly** — under 25 minutes, appropriate for a firm-wide rollout across offices and time zones.

Module Outline

Screen	Content	Interaction
1	Hook: relatable “oops” moment (AI-drafted email sent with placeholder text still in it)	Scenario intro

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Screen	Content	Interaction
2	Why this matters: survey stat callback (“68% of you said...”)+ intro to the 4D framework	Text + stat visual
3	Delegation — “Should you even use AI for this?”	Sort tasks: routine client email (yes) vs. final legal interpretation (no, escalate)
4	Description — vague prompt vs. specific prompt	Side-by-side comparison; learner rewrites a weak prompt
5	Discernment — catching an AI error	Branching scenario: learner catches (or misses) a factual error, sees the consequence
6	Diligence — client data boundaries	Interactive sort: “OK to paste into AI tool” vs. “never”
7	Knowledge check	4 scenario-based questions, one per D
8	Quick reference card	Downloadable-style 4D summary
9	Wrap-up + next steps	Confirms completion, points to manager follow-up session

Assessment Approach

Scenario-based multiple choice, one question per D — measures judgment against the framework rather than recall of definitions.