



# **AI Training Session**

**Workforce Alliance | 5.14.25**

# Plan for the Day

- Introduction
- Basics of Prompting AI
- AI Platforms
- Improving a Work Task
- Free Exploration
- Closing



## Goal of Today

Leave with at least **one AI platform**  
you'd like to explore further

# Introduction



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# What's Your Experience With AI?



1

## **AI Newcomers**

*Little to no experience with AI*



2

## **AI Explorers**

*Experimented with AI  
occasionally*



3

## **AI Power Users**

*Regularly use AI*

# Popular AI Tools



Writing assistance,  
lesson planning



Google-integrated AI for  
research



AI designed for in-depth  
reasoning



AI-driven search engine for  
education



# **Basics of Prompting AI**

# Prompting Basics

- **What is Prompting?**
  - Prompting is **how users communicate with AI** by providing input to receive specific responses.
- **Why Is It Important?**
  - A good prompt leads to **better AI outputs**, whether for conversation, task automation, or content creation.



# Basic vs Improved AI Prompts

## Example #1

### Basic Prompt

“Write an email to a client.”

### Improved Prompt:

“Write a professional email to a client who missed his last appointment. Use a friendly tone. Remind him of the services available and offer three times next week to reschedule.”



# Basic vs Improved AI Prompts

## Example #2

### Basic Prompt

“Fill in a gap in employment on my resume.”

### Improved Prompt

“Act as a career counselor. Write 2–3 sentences for a resume summary that explains a two-year employment gap due to caregiving responsibilities. Use positive, professional language.”

# Additional Prompting Techniques

When crafting a prompt, you can apply any or all of the following:

- **Role** - assigning a role gives the AI a framework for its response
- **Task** - tells AI what to do (broad instruction)
- **Instructions** - tell AI how to do the task (guidelines for structure, tone, format)
- **Rules and Requirements** - set boundaries on what AI must or must not do

# Putting It All Together

## Help Draft a Follow Up Email

*You are a professional career coach specializing in job search strategies and interview success. (Role)*

*Write a follow-up email to a hiring manager thanking them for the interview and reinforcing the candidate's interest in the position. (Task)*

*The email should be concise, under 150 words, start with gratitude, reference a key discussion point from the interview, and end with a call to action. The tone should be polite, professional, and warm. (Instruction)*

*Do not use generic phrases like 'I am reaching out' or 'I hope you are doing well.' Avoid exclamation marks. Use a closing that invites further communication, such as 'I look forward to staying in touch.' (Rules and Requirements)*

# Putting It All Together

## End Result in ChatGPT

Subject: Thank You for the Interview

Dear [Hiring Manager's Name],

Thank you for taking the time to meet with me earlier today. I thoroughly enjoyed our discussion about [specific topic discussed in the interview, e.g., the company's approach to innovation]. It reinforced my strong interest in the [Job Title] position and my belief that my skills and experience align well with the team's goals.

I am excited about the opportunity to contribute to [Company Name] and would appreciate any further updates regarding the next steps in the hiring process.

I look forward to staying in touch.

Best regards,

[Your Name]

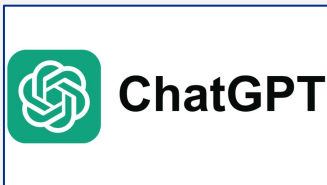


|Ask anything

# Hands-On Prompting Activity

Your goal is to use any of the platforms below to create an **email to a client, partner, or colleague**. You get to choose the topic and add any other details you feel will produce an outcome to your liking.

Remember **don't settle for the first output!** If you don't like something, tell it and continue to revise until you are happy with the outcome.



# Different Types of Prompts

## Generate Prompts

- Create new content—images, music, text, or project ideas.
  - ***Create** a flyer promoting our youth employment program.*
  - ***Write** a short program summary for a grant application.*

## Analyze Prompts

- Examine or break down existing content for insights or improvement.
  - ***Review** this job description and suggest improvements to attract more candidates.*
  - ***Analyze** this grant narrative for tone and clarity.*

## Interact Prompts

- Engage in back-and-forth collaboration with the AI to refine ideas or iterate on a project.
  - ***Help me brainstorm** themes for our next career workshop.*
  - ***Suggest three ways** to explain our services more clearly to first-time clients.*

# More Prompts to Try



Clerk

## Composing a Sensitive Email - Collaborating with Colleagues on Challenges

You're known for your ability to work well with colleagues in addressing challenges in your organization. Assist me in drafting an email to a colleague about (insert a specific issue) in a way that promotes mutual understanding and cooperative problem-solving.

Copy



Claude



ChatGPT



Gemini




Perplexity

## Copy Editing and Refining Writing

You're a seasoned copy editor with an eye for detail and deep knowledge of language, style, and grammar. The

[www.skills21.org/prompts101](http://www.skills21.org/prompts101)

# EVEN MORE Prompts to Try

TRAININGSHOUT OUTSPODCASTMICRO-CREDENTIALPROMPTRESOURCESCONTACT

## Select Your Prompt

[Curriculum](#) [Communications](#) [Leadership](#) [Business](#) [HR](#) [All-Purpose](#) [Counselors](#) [Special Education](#) [Custom GPTs](#)

## Curriculum Prompts

**Instructions**

Step 1 - Click the copy button. Copy

Step 2 - Paste it into the chatbot of your choice. (ChatGPT, Claude, Gemini, Microsoft Co-Pilot, Perplexity)

Step 3 - Place a brief text description for the activity you want to assess where it says [Insert Activity Here].

Step 4 - Review the results and go back and forth with the chatbot regarding suggestions and/or clarifications.

Step 5 - Repeat steps 1-4 with additional activities.

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Generate

[www.skills21.org/prompts](https://www.skills21.org/prompts)



# AI Platforms

# AI Resume Checkers



Jobscan



NODEFLAIR



ResyMatch.io

# Alternatively You Can Try This...

*"Act like a resume reviewer. Compare this resume to this job posting and suggest improvements for ATS success. Focus on keywords, formatting, and missing qualifications."*



ChatGPT



Claude



perplexity

# Turn Text into Visuals

- Use **Napkin** to turn your text into visuals to share your ideas quickly and effectively.

## ***AI Adoption in the Workplace***

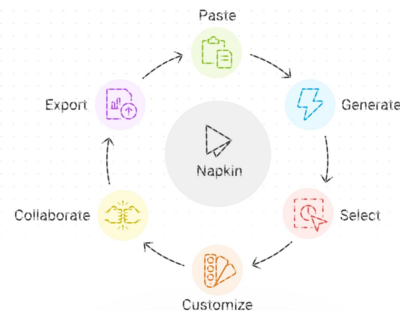
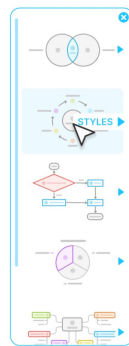
- *In 2024, 75% of surveyed workers reported using AI in their jobs, with 46% adopting it within the last six months.*

## ***Impact of AI on Job Tasks***

- *Over 30% of workers could see at least half of their tasks affected by generative AI, impacting a wide range of occupations.*



# Napkin



# Create a Presentation

- **Gamma** is an AI-powered tool for creating visually engaging presentations, documents, and webpages. It allows users to generate content quickly with an AI assistant.

*Task: We will be looking to create a presentation on the **Ethics in the Workplace**.*



**Gamma AI**

# Work Smarter with Your Own Documents

- **NotebookLM** is an AI-powered research and writing assistant that helps you work with your own documents. It allows users to upload files and sources, then ask questions, summarize, or generate content based on that material.

## *Example Tasks:*

- *What themes or issues come up across the meetings?*
- *Create a checklist of next steps mentioned across all meetings.*
- *Suggest an agenda for next month's department meeting.*



# **Improving a Work Task**

# Thinking Through a Task with AI

Can an AI tool help me complete this task more efficiently or effectively?

*Could it help me draft, summarize, plan, brainstorm, or design?*

OR

Can I break this task into steps — and match each step with the right tool?

*Instead of one big job, are there smaller pieces where different tools could help?*



# Real-Life Example

## Request from my director:

"I would like you to create a presentation slide that summarizes this article:

[OpenAI's o3 Model is Changing Software Creation](#). Please include any important

data and any compelling information. Make the title of the slide something

relevant to the article. Also, can you include a custom image that compliments

the article as well? Thanks!"

# Real-Life Example

## Task Steps

## AI Assistance

1. Summarize Article → [ChatGPT](#) to summarize the article
2. Title for Slide → [ChatGPT](#) to generate a catchy title for slide
3. Image for Slide → [AdobeFirefly](#) to produce an image for the slide

# Other Examples

## Intake Process

### Task Steps

**Step 1:** Collect Client Info

**Step 2:** Summarize Responses

**Step 3:** Voice-Based Intake (Optional)

**Step 4:** Create Case Notes

**Step 5:** Tag and Organize Clients

**Step 6:** Automate Follow-Ups

### AI Tools to Explore

[Typeform](#) or [Google Forms](#)

[ChatGPT](#) or [NotebookLM](#)

[Otter.ai](#) or [Fireflies.ai](#)

[ChatGPT](#) or [Claude](#)

[Airtable](#) or [Notion AI](#)

[Calendly](#) or [Twilio](#)

# Other Examples

## Case Notes

### Task Steps

**Step 1:** Capture Meeting or Call Notes

**Step 2:** Summarize Conversation into Case Notes

**Step 3:** Standardize Formatting Across Staff

**Step 4:** Add Tags or Themes

**Step 5:** Store and Share Notes Securely

### AI Tools to Explore

[Otter.ai](#) or [Fireflies.ai](#)

[ChatGPT](#) or [Claude](#)

[ChatGPT](#) or [Notion AI](#)

[Airtable](#) or [Notion AI](#)

[ChatGPT](#) or [Zapier](#)

# Other Examples

## Data Dashboard

### Task Steps

**Step 1:** Format Data for Entry

**Step 2:** Send Client Follow-Up Requests

**Step 3:** Summarize and Flag Missing Data

**Step 4:** Estimate Likely Outcomes (Optional)

### AI Tools to Explore

[ChatGPT](#) or [Google Sheets](#) w/ GPT Plugin

[ChatGPT](#) or [Twilio](#)

[Airtable](#) or [Google Sheets](#) w/ GPT Plugin

[ChatGPT](#) or [Notion AI](#)

# Other Examples

## CRM & Employer Engagement

### Task Steps

#### **Step 1:** Log Employer Conversations

*Turn notes from a call, meeting, or visit into a clean CRM entry.*

#### **Step 2:** Draft Follow-Up Emails

*Quickly create professional emails to reconnect, share event invites, or request hiring updates.*

#### **Step 3:** Standardize Employer Profiles

*Organize employer info (contacts, roles, hiring needs) in a clear format.*

#### **Step 4:** Track Contact History and Activity

*Review when each employer was last contacted and what was discussed.*

#### **Step 5:** Set Reminders or Automate Check-Ins

*Schedule outreach or set reminders based on hiring cycles or past engagement.*

### AI Tools to Explore

[ChatGPT](#) or [Fireflies.ai](#)

[ChatGPT](#) or [Claude](#)

[Airtable](#) or [Notion AI](#)

[Notion AI](#) or [HubSpot CRM](#)

[Calendly](#) or [Zapier](#) for automation

# REMEMBER

## When Using AI Platforms for Work to...

- **Use a Secure AI Environment**

- Don't use free or public AI tools (like ChatGPT Free) with client data.
- Use platforms that offer:
  - Data privacy guarantees (e.g., ChatGPT Team, Claude Pro, or secure enterprise tools)
  - No data logging or training on your inputs

- **Get Clear on Consent**

- If you're using AI to summarize conversations, analyze info, or follow up:
  - Has the client been informed?
  - Have they agreed to how the data is being used?

- **Control Access and Storage**

- Make sure only authorized staff can view or retrieve AI-generated outputs that include PII.

- **Know the Guidelines**

- Check with your:
  - Program leads
  - IT/data security teams

# Your Turn!

Take a **work-related task** and see if there is any area or segment of the task that AI could help with. Utilize **any of the platforms** we've covered so far!

*\*Reminder: When exploring AI tools, always **avoid using real client data**.*

*Protect privacy, get consent, and use examples or anonymous info.*



# Free Exploration

# Free Time to Explore

- Pick a platform or a couple that we've talked about .
- Work on something fun, creative, or related to your day-to-day tasks.
- Need ideas? Try writing, designing, or organizing something.
- Have questions? Ask me, I'm here to help!



THANK  
YOU!



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