

LEARNING PATH / 60-90 minutes

Foundations

Clear prompts and your first useful results

What you will practise

Draft a customer reply, compare two prompts and identify facts that AI must not invent.

Before you begin

You only need to be comfortable writing messages in a browser. Have access to the agreed AI chat tool and a blank document for your results.

Working principle

A useful prompt defines the task, source facts, limits and output format. Asking for a professional reply does not give AI the price, availability or delivery date. Ask it to identify missing information. Even a convincing answer must be checked against its source.

How to use this workbook

Complete the exercises and save each prompt and result before checking the answer guide. AI responses may differ; assess them against the criteria rather than expecting identical wording. Timings are approximate self-study estimates, not a separate offer of training hours.

Exercise data

All examples are fictional. Do not enter personal data, passwords, secrets or confidential documents. For workplace exercises, use only material approved for the chosen tool. Do not send drafted messages to real recipients.

WORKSHOP / 25 minutes

Reply to an enquiry

Source material

A customer asks for 16 notebooks by Friday. Each notebook costs PLN 49 including VAT. There are 12 in stock. Restocking and delivery dates are unknown. No discount has been authorised. All data is fictional.

Your task

First ask: 'Reply to a customer who wants to buy notebooks.' Save the result. Then use the complete prompt below. Highlight differences in facts and promises. Correct any unconfirmed statement.

Starting prompt

Write a polite customer reply of no more than 100 words. Use only these facts: 16 notebooks requested, 12 available, PLN 49 including VAT per notebook; delivery and restocking dates unknown. Do not promise Friday delivery or a discount. Ask whether the customer would consider 12 notebooks. Mark missing information as requiring confirmation. Do not send the message.

Save your result

An email draft and three differences between the general and detailed prompts.

Reflection

What did AI get right? What needed correcting? How will you change the prompt next time? Record your answers in your working document.

WORKSHOP / 20 minutes

Change the tone without changing the facts

Source material

Working message: 'We do not have 16 notebooks. We have 12 at PLN 49 each including VAT. I do not know whether they can arrive by Friday.' The recipient is a new customer unfamiliar with the offer.

Your task

Prepare a formal version and a friendly version. Keep both short and preserve the same facts. Choose one, remove unnecessary phrases and explain your choice. A polite tone must not become a delivery promise.

Starting prompt

Rewrite the supplied message in two tones: formal and friendly. Each version must be no more than 70 words. Preserve the quantities, price and uncertainty about delivery. Do not add promotions, reservations or guarantees. After the messages, list the facts retained in both.

Save your result

Two versions of the message and your chosen final version.

Reflection

What did AI get right? What needed correcting? How will you change the prompt next time? Record your answers in your working document.

REVIEW AND FURTHER PRACTICE

Check your result

Answer guide

The reply must retain 12 available notebooks and the price of PLN 49 including VAT. The shortfall is 4 notebooks. Twelve cost PLN 588 including VAT; sixteen would cost PLN 784 including VAT, with delivery charges still unknown. Do not confirm availability of 16, Friday delivery or a discount.

Example: 'There are currently 12 notebooks available at PLN 49 each including VAT. Would that quantity work for you? I still need to confirm the delivery date.'

Completion criteria

- Every number matches the source.
- No new promise or discount has been added.
- The customer knows what is available and what needs confirmation.
- You can explain which part of the prompt improved the result.

When to move on

Move on when you meet every criterion above and can explain your corrections. If a result contradicts the source, revise the prompt and try again. This is a skills self-assessment, not certification.

Apply it to your work

Choose a recurring type of message. Create a template covering the task, facts, prohibited claims, tone and length. Test it with a second fictional case.

Where this fits

Foundations / Working with documents / Analysis and decisions / Repeatable workflows / Your own project with AI. These are five levels of practice material. For a four-hour workshop, I select exercises appropriate to the group; completing the entire path requires additional practice. Confirm the available workshop language before booking.