

Generative AI at Work: Frequently Asked Questions

Practical answers for employees who want to use AI productively, responsibly, and without accidentally feeding the robot uprising.

1. What is generative AI?

Generative AI creates new content—such as text, summaries, outlines, or ideas—based on the instructions and context you provide. Think of it as a tool for producing a starting point, not an all-knowing source of truth.

JARVIS energy. Not JARVIS-level omniscience.

2. What kinds of work is AI good at?

It can be useful for brainstorming, organizing notes, drafting emails or outlines, rewriting content for a different audience, explaining unfamiliar concepts, and turning approved information into structured summaries or checklists.

Blank-page staring contest: cancelled.

3. Can I trust what AI tells me?

Not automatically. AI can produce information that sounds polished and confident even when details are incorrect. Verify important facts, dates, names, numbers, quotations, citations, and high-impact recommendations against trusted sources.

HAL sounded confident too.

4. What if the first answer is bad?

Refine the prompt. Tell the AI what missed the mark, add context, change the format, request a different tone, or provide clearer constraints. Useful AI work is often iterative rather than one-and-done.

The first answer is not a marriage proposal. You may ask it to change.

5. How do I write a better prompt?

Use G.O.O.S.E.: define the Goal, specify the Output, give Orientation about the audience or situation, add relevant Specifics, then Evaluate the result before using it.

Cat framework: approved.

6. Can I paste company information or upload a document?

Only when the tool is approved for that information and your organization's policies allow it. Avoid confidential, proprietary, personal, regulated, credential, customer/patient, or otherwise restricted information unless approved guidance specifically permits it.

SKYNET training data: denied.

7. Is using AI cheating?

That depends on the task and your organization's rules. In many workplace situations, AI can be another productivity tool—similar to templates, search, or spellcheck—but you remain responsible for the accuracy, appropriateness, and quality of the final work.

Copilot. Not autopilot.

8. Should I use AI for important decisions?

AI can help organize information or surface considerations, but high-impact decisions still require human judgment and appropriate subject-matter expertise. Treat AI output as input to your thinking, not a replacement for it.

HUMAN APPROVAL REQUIRED.

9. What should I do if I'm unsure whether an AI use is allowed?

Stop and check. Review your organization's approved-tool guidance, AI policy, privacy/security requirements, or ask the appropriate internal resource before entering information or using AI for the task.

Robot uprising prevention begins with reading the policy.

10. What's the simplest workflow to remember?

ASK → REVIEW → REFINE → VERIFY → USE. AI creates the starting point. You add context, judgment, verification, and accountability.

Congratulations: critical thinking remains installed.

Remember G.O.O.S.E. – Goal • Output • Orientation • Specifics • Evaluate

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