

Getting Started with Generative AI at Work

Article ID: AI-KB-001 | Audience: General employees | Level: Beginner | Type: How-to / Best practices

SUMMARY

Use generative AI as a productivity assistant for low-risk workplace tasks such as brainstorming, drafting, rewriting, explaining, and organizing approved information. You remain responsible for checking the output and following your organization's AI, privacy, security, and data-handling policies.

Before you begin

Confirm that you are using an AI tool approved by your organization. Do not enter confidential, proprietary, personal, regulated, credential, customer/patient, or otherwise restricted information unless your organization's approved guidance specifically permits it.

1. Choose a good first task

Start with work where AI can help you create a first draft or organize your thinking. Good beginner use cases include:

- Brainstorming ideas or questions for a meeting
- Turning rough notes into an outline or checklist
- Drafting an email, announcement, or agenda
- Rewriting content for a different audience or tone
- Explaining an unfamiliar concept in plain language
- Structuring or summarizing approved, non-sensitive information

SYSTEM NOTE // Copilot mode: ON. Autopilot mode: nope.

2. Build your prompt with G.O.O.S.E.

Give the AI enough direction to understand what success looks like.

Step	Meaning	Question to ask
G	Goal	What do you want the AI to do?
O	Output	What should the result look like?
O	Orientation	Who is it for, and what is the situation?
S	Specifics	What details, constraints, or approved source material matter?
E	Evaluate	Check the answer before you use it.

Example

Weak prompt: "Write an email about the meeting."

Improved prompt: "Draft a friendly but professional email to my project team summarizing tomorrow's 10 AM planning meeting. Keep it under 150 words and include a three-item bullet list for the agenda."

3. Review and refine the response

Read the result before using it. If it misses the mark, continue the conversation. You can ask the AI to:

- Make the response shorter, clearer, or more detailed
- Change the tone or reading level
- Use a different format, such as bullets, a table, or a checklist
- Focus on a specific audience or objective
- Revise only one section instead of starting over

4. Verify before you use

Generative AI can produce polished information that is incomplete or incorrect. Verify important:

Facts • Dates • Names • Numbers • Quotations • Citations • High-impact recommendations

NERD CHECK // HAL sounded confident too. Confidence is not verification.

5. Protect information and follow policy

Use approved AI tools only for information your organization permits. When you are unsure whether data can be entered or a use case is appropriate, stop and check your organization's policy, security/privacy guidance, or designated internal resource.

Rule of thumb: If the information is sensitive, regulated, private, proprietary, or restricted, do not assume it is safe to paste into an AI tool.

Recommended workflow

ASK > REVIEW > REFINE > VERIFY > USE

AI creates a starting point. You provide context, judgment, verification, and accountability.

Related resources

- Working Smarter with Generative AI - Instructor-led training deck
- G.O.O.S.E. AI Quick Start Guide
- Generative AI at Work - Frequently Asked Questions

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