

HOW TO MAKE A.I. WORK FOR YOU

Presented by Belle Higgins





AGENDA

01 Understanding Artificial Intelligence

02 How Businesses Are Using It

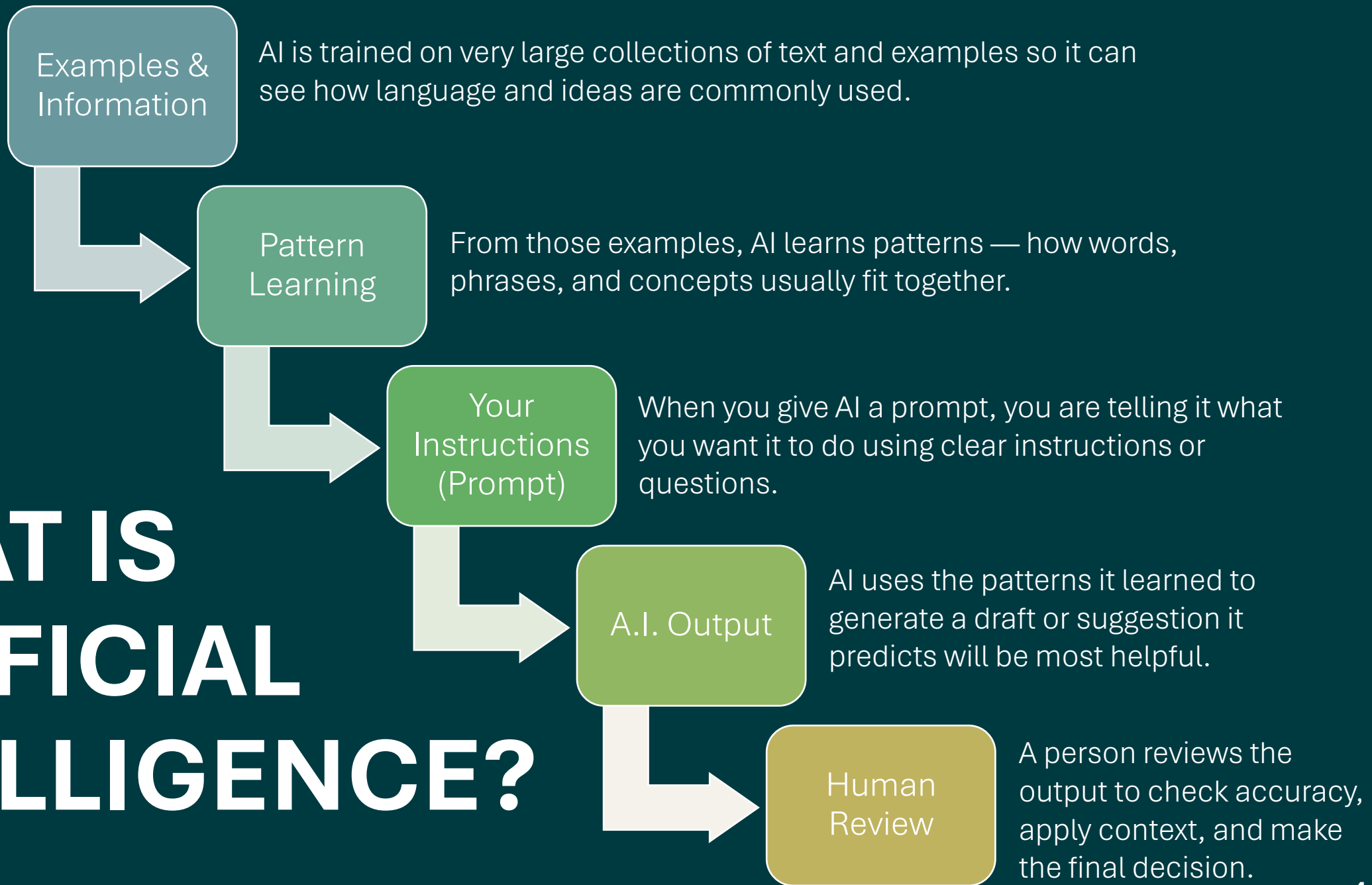
03 Best Practices & Use Cases

65%

of employees say
artificial intelligence
has improved their
productivity and
efficiency

(Kemp, 2026)

WHAT IS ARTIFICIAL INTELLIGENCE?



HOW ARE BUSINESSES USING A.I.?

Customer Service: Faster, Always-On Support

Amtrak deployed an AI virtual assistant (“Julie”) to handle booking and schedule questions, significantly reducing average handling time and agent workload

Fraud Detection & Risk Management

Experian launched an AI-powered fraud platform that analyzes transaction behavior in real time, significantly increasing detection of authorized push-payment fraud for banks

Retail & Supply Chain: Demand Forecasting

Walmart uses AI to analyze historical sales, weather, and local events to forecast demand and optimize inventory at store level, reducing stockouts and excess inventory





HOW YOU CAN GET AHEAD

Stay organized and capture information effortlessly

Use AI to summarize meetings, turn notes into action items, and keep information organized so nothing slips through the cracks.

Strengthen your problem-solving

Use AI as a thought partner to explore options, surface risks, and pressure-test ideas before making a decision not to replace your judgment, but to sharpen it.

Find information and resources faster

Ask AI to quickly locate key points in documents, summarize long content, or help you get up to speed on unfamiliar topics so you can learn and respond faster.

Communicate more clearly and confidently

Use AI to refine drafts, simplify complex messages, and tailor communication to different audiences — helping your ideas land better

BEST PRACTICES

Be clear and specific

The more context and detail you give, the better the output will be.

Start simple, then refine

Use the first response as a draft and improve it with follow-up prompts.

Protect sensitive information

Don't paste confidential, regulated, or personal data into AI tools.

AI suggests, humans decide

Use AI for support — final judgment and accountability stay with you.

Always review and apply judgment

AI generates suggestions but you are responsible for the final result.



A COMPUTER
CAN NEVER BE HELD ACCOUNTABLE
THEREFORE A COMPUTER MUST NEVER
MAKE A MANAGEMENT DECISION

IBM Training Manual, 1979

Vague or incomplete prompts

If instructions are unclear, the output will be generic or miss the mark.

Over-trusting AI outputs

AI can sound confident and still be wrong — never skip review.

Sharing sensitive information

Avoid entering confidential, regulated, or personal data into AI tools.

WHAT TO AVOID

Creating Real Business Value

Organizations are using AI to work faster, improve quality, and reduce manual effort.

A.I. Can Set You Apart

AI helps people stay organized, solve problems better, learn faster, and communicate more clearly.

Good results depend on good usage

Clear prompts, iteration, and human judgment are what make AI useful.

You Own The Decisions

AI informs and accelerates work, but accountability always stays with humans.

TAKEAWAYS

Fei-Fei Li, Professor, Stanford University

"AI is about amplifying human potential, not replacing it."

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<u>Problem</u>	<u>Example Prompt</u>	<u>Typical Output</u>
Too many notes, emails, or meeting details to track	<i>“Summarize these notes into key decisions, action items, and open questions.”</i>	A short list of decisions, next steps with owners, and unresolved items
Unsure whether an idea or plan has gaps	<i>“Review this plan and point out risks, assumptions, or missing considerations.”</i>	A concise list of potential risks and areas to double-check
Need to get up to speed quickly on a topic	<i>“Explain this topic in simple terms and highlight what I should know for a meeting.”</i>	A clear overview with key concepts and buzzwords to understand
Hard to communicate complex ideas	<i>“Simplify this explanation so a non-expert would understand it.”</i>	A plain-language explanation without jargon
Unsure how to prioritize work	<i>“Help me prioritize these tasks based on urgency and impact.”</i>	A ranked list (urgent / important / lower priority)
Want to improve message tone	<i>“Rewrite this to sound more confident and professional.”</i>	A stronger, more polished version of the same message