

STAFF TRAINING WORKSHOP

AI Tools & Prompt Engineering

The Modern Workplace

A practical, beginner-friendly workshop



Training by Dr. Huma Tauseef

Board of Intermediate & Secondary Education, Gujranwala

ABOUT YOUR TRAINER

Dr. Huma Tauseef

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- 🕒 More than 26 years of research, training and teaching experience
- 📖 Author of 50+ research articles, book chapters, and multiple books
- 💡 Research interests: Artificial Intelligence, Machine Learning, Image Processing, and Data Modelling & Analysis
- 👥 Has been part of multiple funded research projects

WELCOME

Today's Roadmap

No coding. No maths. Just practical ways to use AI tools in your everyday work — here is what we will cover in the next hour.

1 Introduction to AI

2 AI Tools for Office Work

3 What Is Prompt Engineering?

4 Prompt Engineering Techniques

5 BISE & Office Use Cases

6 AI for Excel & Data Work

7 Hands-On Exercises

8 AI Safety & Responsible Use

9 Common Prompting Mistakes

10 Your Prompting Cheat Sheet

BY THE END OF THIS SESSION

You Will Be Able To...



Explain AI and Generative AI in plain language



Identify useful AI tools for office and admin work



Write a clear, structured prompt every time



Improve a weak AI response through iteration



Use AI for drafting, translation, summarizing



Protect confidential data and use AI responsibly

QUICK CHECK • BEFORE WE START

Pre-Training Self-Assessment

Rate yourself 1 (never used) to 5 (use confidently). No wrong answers — this just helps us see where the room stands.

Statement	Your rating (1–5)
I understand what AI and ChatGPT-style tools are	----
I have used an AI chatbot at least once	----
I know what a "prompt" is	----
I know what information should NOT be shared with a public AI tool	----
I feel confident using AI for a work task today	----

What Is Artificial Intelligence?

AI is a computer system that can perform tasks which normally need human intelligence — understanding language, recognising images, or making predictions.



Think of it as a very well-read, very fast assistant. It doesn't "think" like a human — it recognises patterns in huge amounts of information it has learned from, and responds accordingly.

MODULE 1 · INTRODUCTION TO AI

You Already Use AI Every Day



Maps & Navigation

Predicting traffic and the fastest route



Predictive Text

Autocorrect and word suggestions while typing



Spam Filters

Sorting junk email from your inbox automatically



Face Unlock & Photo Tagging

Recognising faces on your phone's camera roll



Recommendations

What YouTube, Daraz, or Netflix suggest to you



Voice Assistants

Siri, Google Assistant, and similar tools

AI vs. Traditional Software

You already use rule-based software every day — like the exam-record system. AI works differently.

	Traditional Software	Artificial Intelligence
How it works	Follows fixed rules a programmer wrote	Learns patterns from large amounts of data
Same input	Always gives the exact same output	Can give slightly different wording each time
New situations	Needs a programmer to add a new rule	Can often handle cases it hasn't seen before
Example	A result-calculation formula in Excel	A chatbot drafting a letter for you

MODULE 1 · INTRODUCTION TO AI

Generative AI, LLMs & Chatbots

GENERATIVE AI

AI that **creates new content** — text, images, or code — instead of just analysing existing data.

LLM (LARGE LANGUAGE MODEL)

The "brain" behind most chatbots — trained on huge amounts of text so it can understand and generate human-like language.

CHATBOTS & AI ASSISTANTS PUT AN LLM BEHIND A SIMPLE CHAT BOX

ChatGPT

Microsoft Copilot

Google Gemini

MODULE 2

AI Tools for Office Work

Ten practical categories of tools — what they do, how they help, and their limits.

ChatGPT

Copilot

Gemini

Writing & Proofreading

Translation

Summarization

Presentations

Spreadsheets / Data

OCR / Documents

Image Generation

ChatGPT (and similar chatbots)

WHAT IT DOES

A general-purpose AI chatbot you talk to in plain language, for almost any task

EXAMPLE

"Draft a reminder notice for staff who have not submitted attendance sheets."

HOW IT HELPS

Drafts letters, summarises text, brainstorms ideas, explains policies in simple words

LIMITATION

Can sound confident while being factually wrong — always verify names, dates and numbers

Drafting a Letter with ChatGPT

OBJECTIVE

See how the tool drafts a basic office letter from a short instruction

PROMPT TO PASTE

"Write a letter to an employee about missing information in their submitted record."

EXPECTED RESPONSE

A generic letter draft — usable, but vague and missing a subject line

OBSERVE

The tone, the missing subject line, and how generic it feels without more direction

FOLLOW-UP PROMPT

"Rewrite this as a formal letter from the Examination Section, polite tone, clear subject line, about 150 words."

Microsoft Copilot & Google Gemini

Microsoft Copilot

Built directly into Word, Excel, Outlook and Teams — it helps inside the documents you already use.

Example: "Summarise this Word document" or "Suggest a formula for this column."

Google Gemini

Google's assistant, built into Gmail, Docs and Sheets, and also available as a standalone chatbot.

Example: "Draft a reply to this email" or "Summarise this Google Doc."

⚠ Shared limitation: both need an internet connection and organisational approval before use with official BISE data

AI Tools for Writing & Proofreading

WHAT IT DOES

Checks grammar and spelling, and suggests clearer, more formal rewrites

HOW IT HELPS

Catches typos and awkward phrasing in letters and notices before they go out

EXAMPLE

"Proofread this notice and suggest improvements for a formal tone."

LIMITATION

Rewrites can quietly change meaning — always re-read the final version yourself

Famous Tools

- **Grammarly** – proofreading English
- **QuillBot** – paraphrasing and summarizing
- **Microsoft Copilot/Editor** – improving Word documents and emails
- **Hemingway Editor** – making writing simpler and clearer

AI Tools for Translation

WHAT IT DOES

Translates between languages instantly — including Urdu and English

HOW IT HELPS

Quickly drafts bilingual notices or helps you understand a document in another language

EXAMPLE

"Translate this office notice into Urdu, keeping a formal tone."

LIMITATION

Idioms and technical or legal terms can be mistranslated — have a fluent speaker review official translations

Famous Tools

- **Google Translate** → Quick everyday translation
- **DeepL** → Professional-quality translation
- **ChatGPT** → Translation + tone/formality control
- **Microsoft Translator** → Office/business communication

AI Tools for Summarization

WHAT IT DOES

Condenses long documents or instructions into short, clear summaries

HOW IT HELPS

Lets you digest a lengthy circular or policy document in under a minute

EXAMPLE

"Summarise this 5-page circular into 5 bullet points for staff."

LIMITATION

May drop an important detail — always check the summary against the original before acting on it

Famous Tools

- **Gemini Notebook** → Summarizing multiple official documents
- **Microsoft Copilot** → Office documents and workplace content
- **Perplexity** → Summarizing web-based information with sources

AI for Spreadsheets & Data Analysis

WHAT IT DOES

Writes and explains formulas, and spots patterns or anomalies in data

HOW IT HELPS

Saves time building formulas for duplicate-checking and data cleaning

EXAMPLE

"Write an Excel formula to flag duplicate candidate IDs in column A."

LIMITATION

The AI cannot see your actual data — test every formula on a copy of the sheet first

Famous Tools

- **Microsoft Copilot in Excel** — ideal for staff already using MS Office
- **Gemini in Google Sheets** — AI assistance directly in spreadsheets
- **Julius AI** — very easy demonstration of spreadsheet analysis
- **Power BI Copilot** — useful for supervisors and management dashboards

OCR & Document-Processing Tools

WHAT IT DOES

Converts a photo or scanned page into editable, searchable text

HOW IT HELPS

Turns handwritten or scanned examination forms into digital, structured data

EXAMPLE

"Extract the candidate name, roll number and marks from this scanned form into a table."

LIMITATION

Poor handwriting or scans cause errors — every result must be checked against the original

Famous Tools

- Adobe Acrobat AI** — work with scanned PDFs and ask questions about them
- ABBYY FineReader** — professional OCR and scanned-document conversion
- Microsoft Azure AI Document Intelligence** — forms, tables and structured data
- Google Document AI** — automated processing of large volumes of documents

AI for Presentations & Images

Presentation Tools

Builds a slide outline or first-draft design from a topic or document (e.g. Copilot in PowerPoint)

Example: "Create a 5-slide outline for a briefing on the new admission schedule."

Image Generation

Creates an original image from a text description (e.g. Copilot Designer, Gemini)

Example: "Create a simple banner graphic for a notice board announcing 'Result Awaited'."

 Limitation: content and design still need review, and AI images are not suitable for official documents, certificates, or records

Famous Tools

Presentations

Canva AI — easiest for beginners

Microsoft Copilot — highly relevant to MS Office users

Gamma — excellent for creating a presentation from a single prompt

Images

Canva AI — practical graphic design

Adobe Firefly — professional image generation/editing

A Good Prompt Is Like Clear Instructions to a Skilled Assistant

VAGUE INSTRUCTION

"Handle the mail."

The assistant has to guess what you mean — results are unpredictable

CLEAR INSTRUCTION

"Sort today's mail, reply to routine queries, and flag anything from the Board Secretary for me."

The assistant knows exactly what to do — and so does an AI tool

Prompt Engineering is simply the skill of giving an AI tool clear, structured instructions so it gives you what you actually need — the first time.

MODULE 3 · WHAT IS PROMPT ENGINEERING?

The Building Blocks of a Good Prompt

Role

Who should the AI act as?

Task

What exactly should it do?

Context

What's the situation or background?

Input / Data

What material should it use?

Constraints

Length, tone, rules to follow?

Output Format

Letter, table, bullet list?

Tone / Audience

Formal? For staff or the public?

Examples

A sample to copy the style of, if useful

MODULE 3 · WHAT IS PROMPT ENGINEERING?

Put It Together: The Framework



Not every prompt needs all six every time — but the more of these you include, the more precisely the AI understands what you actually want.

Before & After: The Same Request

WEAK

"Write a letter."

No role, no context, no format — the AI has to guess everything

BETTER

"You are an administrative assistant. Draft a **formal office letter** to an employee informing them that their submitted record contains missing information. Keep the tone **polite and professional**. Use **approximately 150 words** and include a **clear subject line.**"

Fixing a Vague Prompt, Live

OBJECTIVE

Practice turning a vague prompt into a structured one, as a group

PROMPT TO PASTE

"Write a notice."

EXPECTED RESPONSE

A generic, made-up notice about nothing in particular

OBSERVE

Ask the room: what is missing? (topic, audience, tone, length)

FOLLOW-UP PROMPT

"You are an administrative officer at BISE Gujranwala. Write an official notice informing staff that the deadline for submitting result compilation sheets has been extended to 30th September. Formal tone, under 100 words, with a clear subject line."

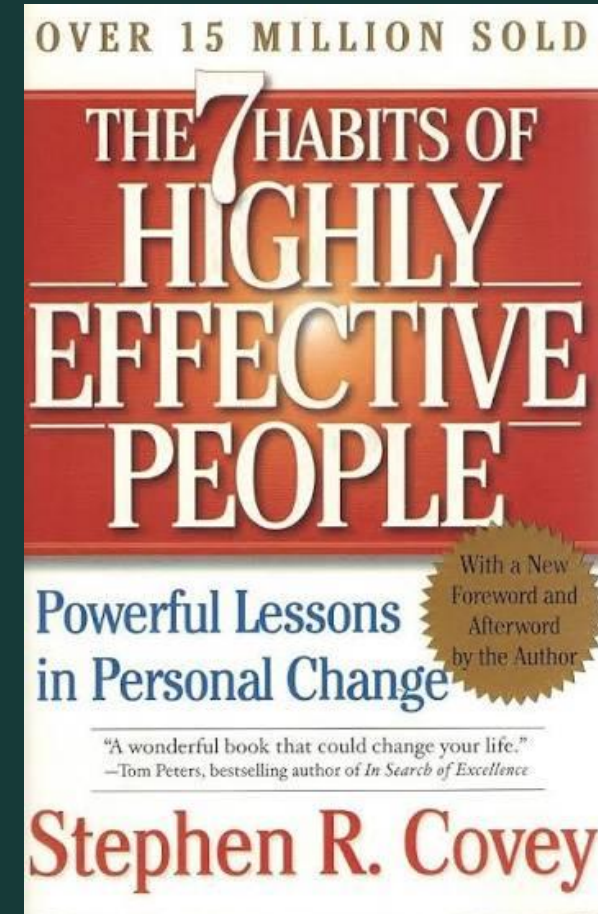
MODULE 4 • PROMPT ENGINEERING TECHNIQUES

Seven Habits of Highly Effective People...



**TIMELESS PRINCIPLES.
PROVEN RESULTS.**

A powerful framework for
personal and professional
effectiveness.



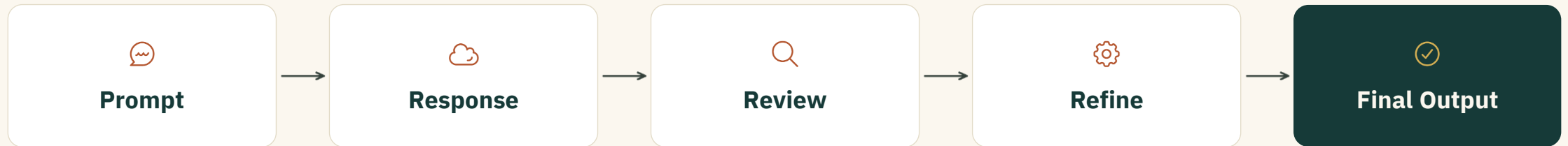
MODULE 4 · PROMPT ENGINEERING TECHNIQUES

Ten Habits of a Strong Prompt

- 1 Be specific about what you want
- 2 Give context about the situation
- 3 State the output format you want
- 4 Specify the audience
- 5 Give an example to copy the style of
- 6 Break complex tasks into steps
- 7 Ask AI to ask clarifying questions
- 8 Request tables, checklists or bullets
- 9 Refine and improve prompts step by step
- 10 Always verify important information

MODULE 4 · PROMPT ENGINEERING TECHNIQUES

Good Prompting Is a Loop, Not One Try



The first response is a draft, not a final answer. Reading it critically and asking for changes is a normal, expected part of using AI well — not a sign you did something wrong.

MODULE 5

Practical BISE & Office Use Cases

24 everyday tasks where AI can help. We'll walk through several in depth — keep this page as your quick reference.

1. Drafting official letters	2. Writing office notices	3. Proofreading correspondence	4. Urdu ↔ English translation
5. Summarizing instructions	6. Extracting info from docs	7. Unstructured text → tables	8. Categorizing records
9. Identifying missing fields	10. Cleaning inconsistent data	11. Generating Excel formulas	12. Explaining Excel formulas
13. Meeting agendas	14. Meeting minutes	15. Creating checklists	16. Daily / weekly reports
17. Drafting emails	18. Standard operating procedures	19. Generating FAQs	20. Creating training material
21. Data-validation rules	22. Comparing document versions	23. OCR for scanned / handwritten data	24. Summarizing exam instructions

Drafting an Official Letter

- PROBLEM** An employee's submitted record is missing information and must be formally notified
- BASIC PROMPT** *"Write a letter."*
- IMPROVED PROMPT** *"You are an admin assistant at BISE Gujranwala. Draft a formal letter to Mr. Ahmed (Roll No. 44821) stating his submitted mark sheet is missing the subject code. Polite, professional tone, ~150 words, with a clear subject line."*
- EXAMPLE OUTPUT** A complete letter with subject line, polite request to resubmit the missing subject code, and a clear deadline
- HUMAN VERIFICATION** Confirm the name, roll number, missing field and deadline before this leaves your desk

MODULE 5 · USE CASES 2 & 3

Office Notices & Proofreading

PROBLEM

A draft notice about a change in exam schedule reads too casually for an official notice board

BASIC PROMPT

"Make this better." (with the rough draft pasted below)

IMPROVED PROMPT

"You are an examination-section officer. Rewrite the notice below in a formal, official tone for staff. Keep every fact and date exactly as given. Add a clear subject line. Keep it under 120 words. [paste draft]"

EXAMPLE OUTPUT

A clean, formal notice with a subject line and unchanged facts, ready for the notice board

HUMAN VERIFICATION

Compare every date, number and name against your original draft — rewrites can silently change facts

Urdu ↔ English Translation

PROBLEM

An office message must go out in both English and Urdu for all staff

BASIC PROMPT

"Translate to Urdu."

IMPROVED PROMPT

"Translate the following office message into formal, professional Urdu suitable for an official notice. Keep the meaning exact — do not add or remove information. [paste message]"

EXAMPLE OUTPUT

A formal Urdu version of the message, matching the English meaning and tone

**HUMAN
VERIFICATION**

Have a fluent Urdu speaker check technical terms and tone before it is distributed

MODULE 5 · USE CASE 5

Summarizing Lengthy Instructions

PROBLEM	A six-page circular on a new admission policy needs to reach busy staff quickly
BASIC PROMPT	"Summarize this."
IMPROVED PROMPT	"Summarize the following circular into 6 clear bullet points for office staff. Highlight any deadlines or required actions separately. [paste circular text]"
EXAMPLE OUTPUT	6 bullet points covering key changes, with deadlines and actions clearly marked
HUMAN VERIFICATION	Cross-check every date and required action against the original circular before acting

Extracting, Comparing & Digitizing Documents

Turning Text Into a Table

Problem: A circular lists candidate exemptions in paragraph form — hard to work with

"Convert the following text into a table with columns: Candidate ID, Name, Reason for Exemption. [paste text]"

Verify: Check every row against the source — AI can merge or split entries incorrectly

Comparing Versions & OCR

Problem: Two policy drafts need comparing; an old handwritten form needs digitizing

"Compare these two documents and list exactly what changed." / "Extract this handwritten form into a table and flag any word you're unsure about."

Verify: Confirm every flagged change and low-confidence field against the paper original

Categorizing Records & Cleaning Data

Categorizing & Missing Fields

Problem: A list of applications needs sorting by status, with blank fields flagged

"Categorize these records by status (Complete/Incomplete), and list which required field is missing for each incomplete one. [paste data]"

Verify: Spot-check a sample of the results against the original list

Cleaning Inconsistent Data

Problem: A name column has inconsistent spacing, capitalization and abbreviations

"Suggest a consistent format for these names (Title Case, no extra spaces), and list which entries would change. [paste data]"

Verify: Review every suggested change — never auto-replace names in the real file

MODULE 5 • QUICK REFERENCE

More Everyday Prompts to Try

Use Case	Try This Prompt
Meeting agendas	"Create a 5-point agenda for a meeting about exam-result compilation delays."
Meeting minutes	"Turn these rough notes into formal minutes with clear action items."
Checklists	"Create a checklist for verifying candidate registration forms."
Daily / weekly reports	"Summarize today's tasks into a short work report for my supervisor."
Drafting emails	"Draft a polite email to the Accounts department requesting pending mark sheets."
SOPs	"Write a step-by-step SOP for verifying duplicate candidate IDs."
FAQs	"Generate 8 FAQs for staff about the new admission portal."
Training material	"Create a one-page guide explaining how to use the new attendance sheet."
Data-validation rules	"Suggest validation rules to prevent invalid roll numbers being entered."
Exam-instruction summaries	"Summarize this circular into key action points for invigilators."

MODULE 6

AI for Excel & Data Work

 You already spend hours checking IDs, marks, and formulas in Excel. AI can act as a second pair of eyes — explaining formulas, building new ones, and spotting patterns in your data.

 AI can suggest and analyze — but it cannot see your live spreadsheet, so every result must be tested and verified by you

Explaining an Excel Formula

OBJECTIVE

See how AI explains an unfamiliar formula in plain language

PROMPT TO PASTE

"Explain this Excel formula in simple language: =IF(COUNTIF(A:A,A2)>1,"Duplicate","Unique")"

EXPECTED RESPONSE

A step-by-step, plain-language breakdown of what COUNTIF and IF are doing together

OBSERVE

How it breaks the formula into parts instead of just repeating it

FOLLOW-UP PROMPT

"Now write a similar formula to flag duplicate email addresses in column C."

MODULE 6 · PROMPTS WORTH SAVING

Prompts for Everyday Spreadsheet Work



"Create a formula to identify duplicate candidate IDs."



"How can I find blank cells in column D?"



"Suggest a method to standardize inconsistent names."



"Create a formula to combine first name and father's name."



"Explain how to remove extra spaces from a column."



"Given this sample dataset, list possible data-quality problems."

MODULE 6 · SPOTTING DATA-QUALITY PROBLEMS

What "Data-Quality Problems" Means

Ask AI to review a sample of your data, and it will typically look for these five things:



Missing values



Duplicate IDs



Inconsistent formatting



Likely entry errors



Summary statistics

Let's see this applied to a realistic — entirely fictional — examination dataset next.

BISE SCENARIO · ENTIRELY FICTIONAL DATA

A Sample Examination Record

No real candidate data is used — every name and number below is invented for this exercise.

Candidate ID	Name	Subject	Marks	Status
BG-10231	Ayesha Khan	Physics	78	Pass
BG-10232	bilal ahmed	Chemistry	45	Pass
BG-10233	Sara Malik	Physics		Pending
BG-10231	Ayesha Khan	Physics	78	Pass
BG-10235	Usman Tariq	Biology	133	Pass
BG-10236	Hina Raza	Chemistry	62	PASS
BG-10237		Physics	55	Pass
BG-10238	Ali Hassan	Biology	39	Fail

Findings — Still Just a Draft

 **Duplicate ID:** BG-10231 appears twice (rows 1 & 4)

 **Missing values:** no marks for Sara Malik; no name for BG-10237

 **Inconsistent formatting:** "bilal ahmed" has extra spaces and no capitals

 **Likely entry error:** 133 marks recorded — marks cannot exceed 100

 **Inconsistent text:** "PASS" vs "Pass" — same meaning, different case

 **Summary stats:** average marks ≈63 (excluding the error row)

 AI spotted these patterns in seconds — but only BISE staff, checking the original paper forms, can confirm which record is correct. AI findings are a starting point for review, never the final word.

MODULE 7

Your Turn: Hands-On Exercises

Five short exercises, plus one group activity. Open an AI tool on your phone or laptop — pair up if that's easier.



About 3 minutes per exercise



Work solo or in pairs



No wrong answers — just practice

Exercise 1

TURN VAGUE INTO PROFESSIONAL

Rewrite This Prompt

STARTING PROMPT

"Write something for the notice board."

- ⚙️ Your task: rewrite it using **Role + Task + Context + Constraints + Output Format**. Invent any details you need — a topic, a date, an audience.

Exercise 2

DRAFT AN OFFICIAL NOTICE

Write a Closure Notice

SCENARIO

The BISE office will remain closed on Monday for a public holiday, reopening Tuesday at normal hours.

▷ Your task: write a full prompt asking AI to draft this notice. Include a role, a formal tone, a word limit, and a required subject line.

Exercise 3

MESSY TEXT → STRUCTURED TABLE

Organize This Note

MESSY SOURCE TEXT

"roll no 4471 ali raza physics 71 pass, 4472 sana yousaf chemistry absent, roll4473 - Bilal Khan - Biology - 58 - pass"

 Your task: write a prompt asking AI to convert this into a clean table with columns Roll No, Name, Subject, Marks, Status.

Exercise 4

URDU → PROFESSIONAL ENGLISH

Translate This Message

OFFICE MESSAGE (URDU)

براہ کرم اپنی حاضری کل تک جمع کروائیے

 Your task: prompt AI to translate this into formal, professional English suitable for an internal office email.

Exercise 5

SPOT THE INCONSISTENCIES

Find the Problems in This List

Roll No	Name	Subject	Marks
7781	Zainab Iqbal	Physics	81
7782	Zainab Iqbal	Physics	81
7783	MUHAMMAD FAHAD	Chemistry	-5
7784	Noor Fatima	Biology	

🔍 Your task: prompt AI to list every issue it can find in this table, then check its answer against your own eyes.

Prompt Challenge: Improve the Prompt

THE POOR PROMPT EVERYONE GETS

"Explain the new policy."

1. In pairs

Rebuild it with Role + Task + Context + Constraints + Output Format

2. Test it

Run your new prompt in an AI tool and read the result together

3. Share

One pair reads their before-and-after out loud to the room

AI Can Be Confidently Wrong

 **Hallucination:** AI can produce information that sounds completely confident and reads perfectly — while being factually incorrect. It is not lying on purpose; it is simply predicting plausible-sounding text.

✓ Verify names, dates, numbers, regulations and policies yourself

✓ AI output must be checked before any official use

✓ Human beings remain responsible for official decisions

✓ Treat AI as an assistant — never as an authority

Think Before You Paste!

● SAFE / LOW RISK

General questions, public information, generic templates, formulas with made-up sample numbers

● CHECK POLICY FIRST

Internal circulars, or record excerpts with names and IDs removed — confirm your office allows this tool

● NEVER ENTER THIS

Candidate/student data, employee personal or financial details, passwords, unreleased exam content

When in doubt — don't paste it. Ask your supervisor which tools your office has approved for which kind of data.

MODULE 9

Common Mistakes in Prompting

 Being too vague

 Giving no context

 Bundling unrelated tasks together

 Not stating the output format

 Assuming AI knows your policies

 Not providing the source material

 Accepting the first answer, unchecked

 Asking AI to invent information

 Sharing confidential data

The C.L.E.A.R. Prompt

C	Context	What's the situation or background?
L	Limitations	What constraints or rules must it follow?
E	Explain the Task	What exactly should it do?
A	Audience	Who is this for?
R	Required Format	Letter, table, checklist, bullets?

MODULE 10 • YOUR CHEAT SHEET

Your Universal Prompt Template

You are a [ROLE].

Your task is to [TASK].

Context: [CONTEXT].

Use the following information: [INPUT].

Requirements: [CONSTRAINTS].

Audience: [AUDIENCE].

Provide the answer as [OUTPUT FORMAT].

If information is missing or uncertain, clearly state it rather than making it up.

Copy this template. Fill the brackets. Use it for almost anything you ask an AI tool to do.

WRAPPING UP

"After This Training, I Can..."

✓ Explain AI in simple terms

✓ Identify useful AI tools

✓ Write a structured prompt

✓ Improve a weak AI response

✓ Use AI for routine office tasks

✓ Use AI for Excel & data work

✓ Check AI-generated information

✓ Protect confidential information

✓ Use AI responsibly at work

QUICK CHECK · BEFORE YOU GO

Post-Training Self-Assessment

Same five statements as the start of the session. Rate yourself again, and compare.

Statement	Your rating (1–5)
I understand what AI and ChatGPT-style tools are	-----
I have used an AI chatbot at least once	-----
I know what a "prompt" is	-----
I know what information should NOT be shared with a public AI tool	-----
I feel confident using AI for a work task today	-----

Compare with your answers from the start of the session — where did you grow the most?

AI will not replace the value of your experience — but learning to use it can make your experience more productive.

ONE LAST PROMPT CHALLENGE

What is one task you perform every day that could be improved with AI?



Thank You

AI Tools & Prompt Engineering for the Modern Workplace

Dr. Huma Tauseef · Board of Intermediate & Secondary Education, Gujranwala



Questions welcome, now or anytime after