

 10 minutes, 4 interactive experiments

A first step into AI

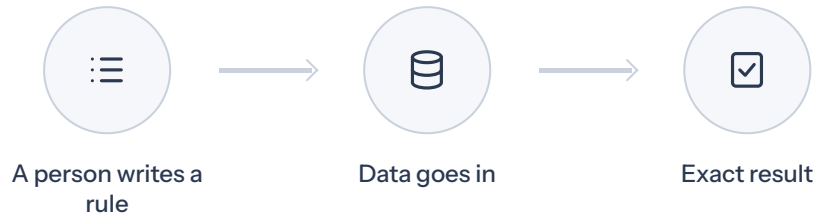
Try it instead of reading about it. The basics
of using AI in the right places at work.

This PDF is the printed version of an interactive guide. To run
the experiments yourself: halilneed.agency/guides/first-step/

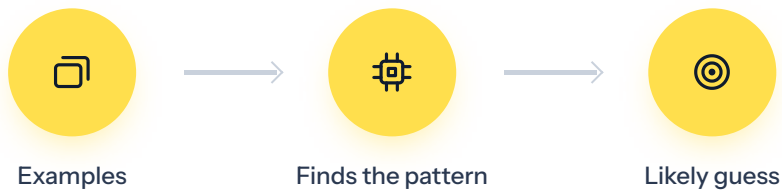
What is AI?

Nobody writes the rule. It finds the pattern in examples.

Classic software



AI



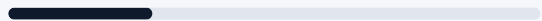
How does ChatGPT write? Pick the next word yourself

Let's move the meeting to

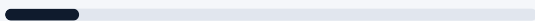
tomorrow 58%



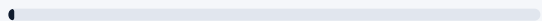
Monday 27%



next week 14%



eggplant ~0%



⚠️ It writes what is likely, not what is true. Checking is your job.

How does it learn?

Add examples and watch it change on six messages it has never seen.



Labelled example



Counts the words



New message



Urgent?



The model has seen **12** examples

✉	Customer portal will not open, complaints are rising	✓ Urgent
✉	Invoice payment stuck, deadline tomorrow morning	✓ Urgent
✉	Today the department lunch is on, attendance optional	✓ Not urgent
✉	Training registration opens next week	✓ Not urgent
✉	System error, transactions halted	✓ Urgent
✉	New version of the slide template attached	✓ Not urgent

■ pushes to urgent ■ pushes to not urgent

💡 12 examples: a more varied example fixed it

- 💡 2 examples: the model is unsure about most messages
- 💡 4 examples: it thinks anything with “today” is urgent
- 💡 8 examples: the mistake stays, a bias in the data
- 💡 12 examples: a more varied example fixed it

Where does it fit at work?

Ten tasks. Make your call on each one.

✓ Fine

⚠ Careful

✗ Don't



An action list from meeting notes



Fine



Careful



Don't

✓ **Fine.** Turning messy text into structure is exactly what it is good at.



Summarising a long email thread



Fine



Careful



Don't

✓ **Fine.** One of its strengths. With personal data, use an approved tool.



Getting an Excel formula written



Fine



Careful



Don't

✓ **Fine.** Fast. Check a few rows by hand.



Pasting a customer complaint with ID number into a personal chat account



Fine



Careful



Don't

✗ **Don't.** Personal data: mask it first and use an approved tool.



A presentation outline and title ideas



Fine



Careful



Don't

✓ **Fine.** It gets you past the blank page.



Asking for a competitor's current market share



Fine



Careful



Don't

⚠ **Careful.** It can make numbers up. Ask for sources and open them.



Letting it set an employee's performance rating



Fine



Careful



Don't

✗ **Don't.** Decisions about people stay with people.



Explaining a contract clause in plain words



Fine



Careful



Don't

⚠ **Careful.** Good for understanding, not a legal opinion.



Translating an email with nothing confidential in it



Fine



Careful



Don't

✓ **Fine.** One of its strengths. Check the terms on a last read.



Sending a financial table without checking it



Fine



Careful

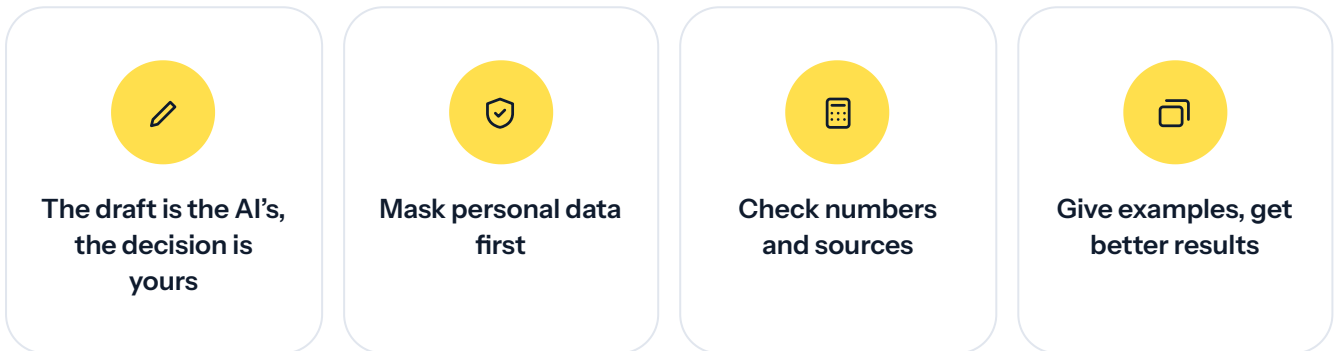
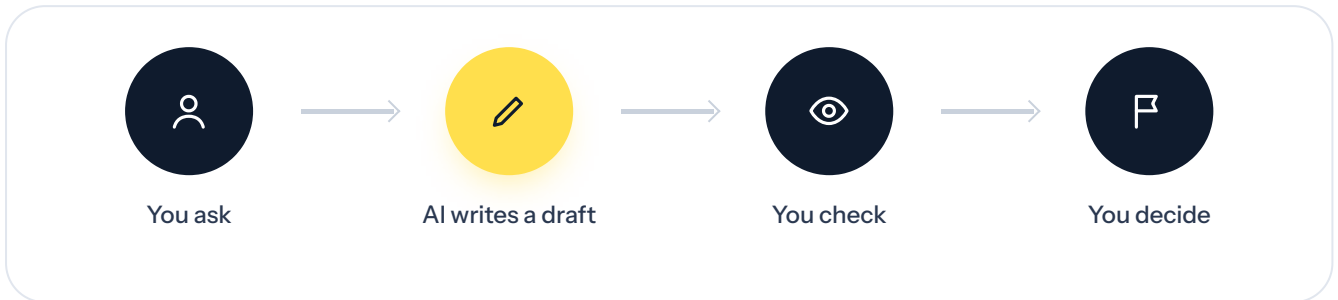


Don't

✗ **Don't.** Number errors are common. Check every figure.

The right flow

AI in the middle, you at both ends.



Next: a business unit's first AI model

From one task to a pilot you can measure.

halilneed.agency/guides/first-model/