AI in Action: A Guide for Workforce Professionals

What is AI and Why Use It?

Artificial Intelligence (AI) tools like ChatGPT can help you brainstorm ideas, draft communications, and streamline repetitive tasks. They're not a replacement for your expertise but a way to enhance your work.

Ethical Considerations

When using AI, always keep these principles in mind:

1. **Protect Privacy**: Never input sensitive or personal information about participants.
2. **Review and Verify:** Always double-check AI outputs for accuracy and relevance.
3. **Be Transparent:** Let others know when AI has assisted in creating content.
4. **Adapt for Use:** AI suggestions are a starting point—refine them to fit your needs.
5. **Avoid Over-Reliance:** AI should complement, not replace, your professional judgment.

Tips for Using AI Effectively

1. **Be Specific:**
   - Include details like your audience, goals, and context.
   - Example: "Draft an email inviting out-of-school youth to a career fair."
2. **Iterate and Refine:**
   - Adjust your prompt if the output is too vague or unrelated.
   - Add more details: "Focus on incentives like free food or prizes."
3. **Start Small:**
   - Use AI for quick tasks, like brainstorming or drafting ideas, before tackling larger projects.
4. **Experiment:**
   - Explore AI for various tasks—brainstorming, scheduling, or generating creative ideas.

Sample Prompts to Try

Recruitment Strategies:
- "What are creative ways to recruit youth aged 16-24 for a workforce program?"
- "How can we use local events to attract disengaged youth?"

Retention Strategies:
- "What follow-up activities keep participants engaged over time?"
- "How can mentorship programs improve retention rates for out-of-school youth?"

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Sample Prompts to Try, *continued*
Career Planning:
- "What activities can help youth explore career pathways using tools like NCCareers.org?"
- "Suggest ways to combine career exploration with hands-on skills training."

Other WIOA Elements:
- "What are interactive ways to teach financial literacy to young participants?"
- "How can entrepreneurial training engage youth in workforce programs?"

Learn More with Public Sector Learning Lab
Explore AI case studies and best practices through the Public Sector Learning Lab on YouTube, led by the Upper Coastal Plains COG Director.
- This channel highlights how public sector professionals, including workforce development experts, use AI to enhance their work.
- Brandi Bragg has shared case use videos showing how ChatGPT simplifies tasks like brainstorming, drafting communications, and planning events.

Examples of Videos:
- Using ChatGPT for brainstorming and email drafting.
- Streamlining workforce event planning.

Access the Channel:
- Scan this QR code below to explore videos and learn more.

Free AI Tools to Explore
1. **ChatGPT (OpenAI)** https://chat.openai.com
   - Easy-to-use conversational AI for brainstorming, writing, and problem-solving.
2. **Bard (Google)** https://bard.google.com
   - Offers creative suggestions and integrates with Google tools.
3. **Perplexity AI** https://www.perplexity.ai
   - Provides research-based answers and summaries.
4. **You.com** https://you.com
   - Customizable AI search engine with conversational capabilities.

Reminder
AI is a powerful assistant, but your professional expertise is irreplaceable. Use these tools to save time, spark creativity, and enhance your ability to serve youth participants effectively.