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# Session 1 - AI Types + Tools

PRACTICAL AI LITERACY FOR WORK



# Learning Outcomes Overview

## KEY SKILLS TO ACHIEVE BY SESSION END

- Determine between predictive and generative AI uses
- Identify five essential AI tool archetypes + 3 core types
- Explain the importance of token and context windows
- Maptasks to appropriate archetypes
- Recognise one task that does not use AI

# Agenda Overview

## PRE-QUIZ



Quick assessment to gauge participant knowledge.

## LEARNING 1



Content about AI basics and applications

## ACTIVITY 1



Sort examples to differentiate AI types effectively.

# Agenda Overview Cont.

## LEARNING 2

Core types of AI and archetypes

## WORKSHOP 1

Workshop to map personal and example tasks to AI archetypes

## POST QUIZ

Post session quiz to assess learning so far



# Pre Quiz

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*This quiz is to gauge your current understanding of AI,  
high correct rates are not expected*



## Pre Quiz - Question 1

### **WHICH IS NOT AI?**

- A) An email inbox rule that moves emails with “Invoice”
- B) Spam filter that learns from examples
- C) A software tool that drafts a reply from dot points
- D) An app that translates text to Vietnamese



## Pre Quiz - Question 1

**WHICH IS NOT AI?**

- A) An email inbox rule that moves emails with “Invoice”



## Pre Quiz - Question 2

# **BEST TOOL TYPE TO SUMMARISE A 5-PAGE POLICY FOR A MANAGER?**

- A) Chat assistant
- B) Structured generator
- C) Analyser
- D) Orchestrator



## Pre Quiz - Question 2

**BEST TOOL TYPE TO SUMMARISE A 5-PAGE POLICY FOR A MANAGER?**

- C) Analyser



## Pre Quiz - Question 3

**YOU NEED TO CREATE A TABLE FROM 20 FAQS  
WITH FIELDS {QUESTION, ANSWER, TAGS[]}.  
WHAT FITS?**

- A Chat assistant
- B Structured generator
- C Retriever
- D Orchestrator



## Pre Quiz - Question 3

**YOU NEED A TABLE FROM 20 FAQS WITH FIELDS {QUESTION, ANSWER, TAGS[]}. WHAT FITS?**

B Structured generator



## Pre Quiz - Question 4

### **IN PLAIN ENGLISH, WHAT IS A “CONTEXT WINDOW”?**

- A The time of day the AI runs
- B The total amount of text that AI can read at once
- C Your internet access level
- D Number of chats per hour



## Pre Quiz - Question 4

**IN PLAIN ENGLISH, WHAT IS A  
“CONTEXT WINDOW”?**

- B The total amount of text the AI can read at once



## Pre Quiz - Question 5

### **WHICH IS A GOOD GUARDRAIL WHEN USING AI AT WORK?**

- A Send outputs without reading them
- B Ask for more creativity
- C Require a specific format (JSON/CSV) and set word limits
- D Turn temperature down and hope for the best



## Pre Quiz - Question 5

**WHICH IS A GOOD GUARDRAIL  
WHEN USING AI AT WORK?**

- C Require a specific format (JSON/CSV) and set word limits



## Pre Quiz - Question 6

### **WHICH IS THE BEST TO USE AI?**

- A Write a board strategy from scratch
- B Draft a polite roster-change email from bullet points
- C Approve a staff dismissal
- D Redesign the company brand



## Pre Quiz - Question 6

**WHICH IS THE BEST TO USE AI?**

- B Draft a polite roster-change email from bullet points



# What AI Is and Isn't

## UNDERSTANDING AI LIMITATIONS

Artificial Intelligence (AI) functions as a pattern predictor, not a factual expert. It is good at repetitive language tasks but is not particularly great with novel facts that require retrieval. Outputs should be considered as drafts, needing human verification to ensure that it is accurate and relevant.

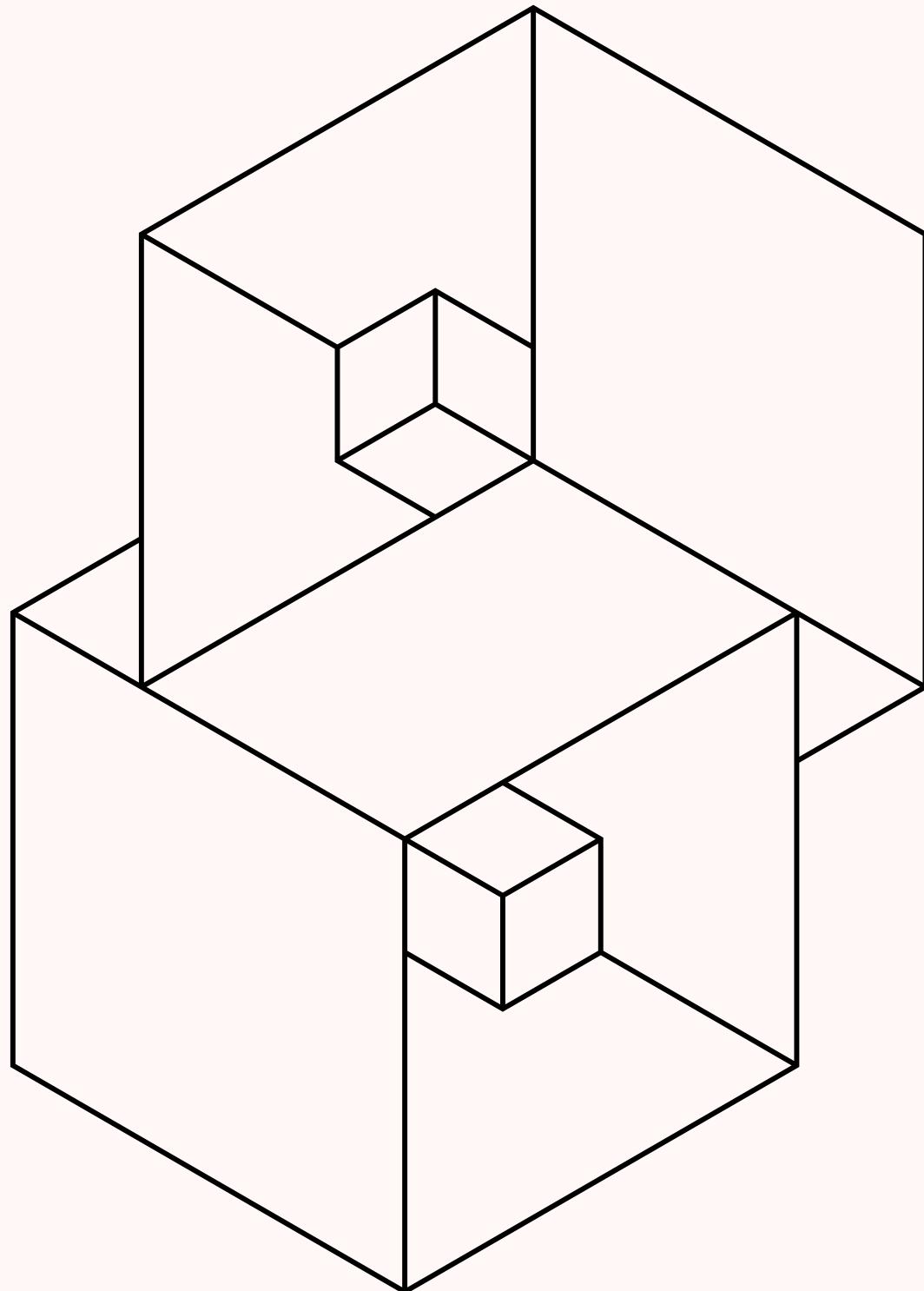
### AI IS

- Pattern prediction on text, code, and data
- Probabilistic: it guesses next tokens (words)
- Good at language tasks that need repeating
- Quick first-draft generator

### AI ISN'T

- A definite truth point or source of facts
- Up-to-date (unless potentially retrieval)
- A replacement for expert review

# What is a "Context Window"? (And Why It Matters)



- The context window is like an AI's short term memory
- AI does not actually process in words, instead it reads tokens. A single word (like presentation) can be made into two tokens (pres, entation) for the model to process.

## Why it matters

- If a AI has a model context window of 1000 tokens, it can only remember up to around 750 words at a time before forgetting
- Putting in a large 10 page report that has more tokens than the context length will mean the AI model will forget the beginning of the report.

# How Does AI Work?

Input tokens → Model predicts next tokens

Optional: Retrieval fetches on-topic chunks of text

Output tokens → you constrain format + length

Human review for accuracy and judgment

# Evaluating Tasks: Is it AI Worthy?

To determine whether a specific task is AI worthy, three core questions should be considered:

- Does the task have a lot of language and is repeatable?
- Can I specify inputs and outputs tightly?
- Is the risk low or containable with review?

If you answered yes to at least 2 questions from above, then AI is likely applicable, otherwise no





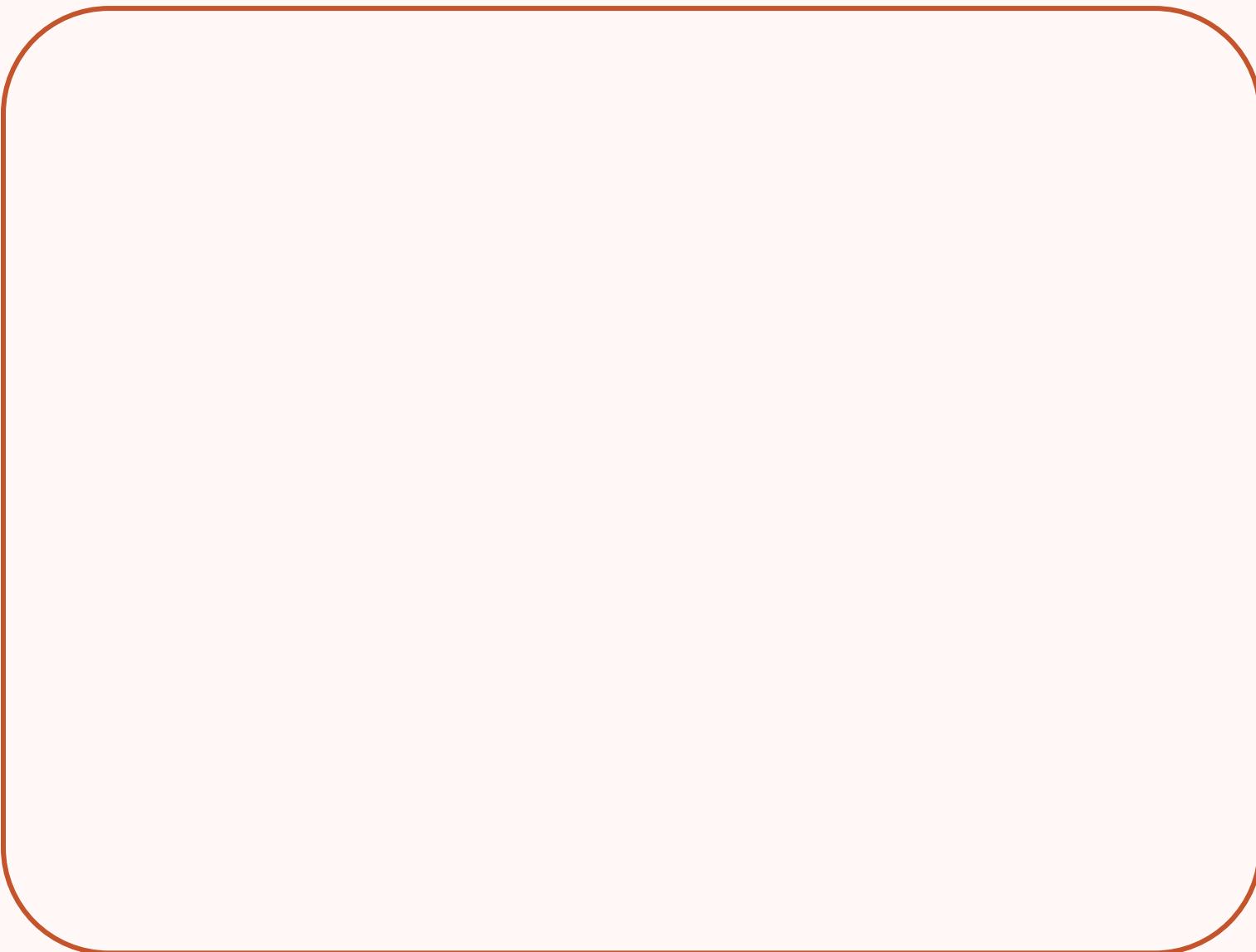
# Activity: Determining AI and Non-AI Examples

This activity enhances your ability to distinguish AI types by sorting various statements into categories of predictive and generative AI. The activity will be done in small groups.

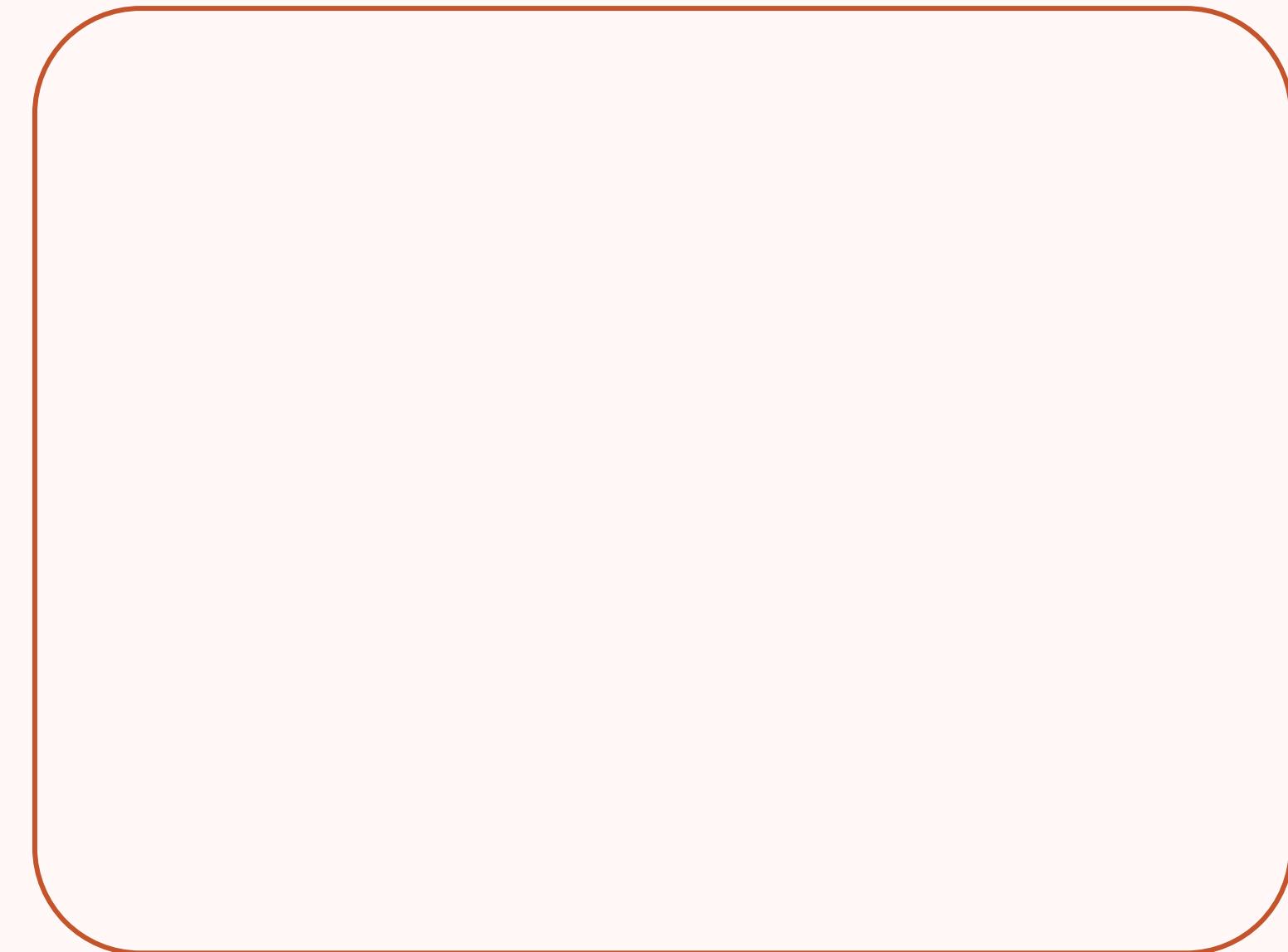
# Determining AI and Non-AI Examples

- Spend some time discussing with peers and sorting the statement cards into the two categories
- Statement cards are provided as a PDF resource printout with this presentation
- Sort into **AI or Non-AI first**

**AI**



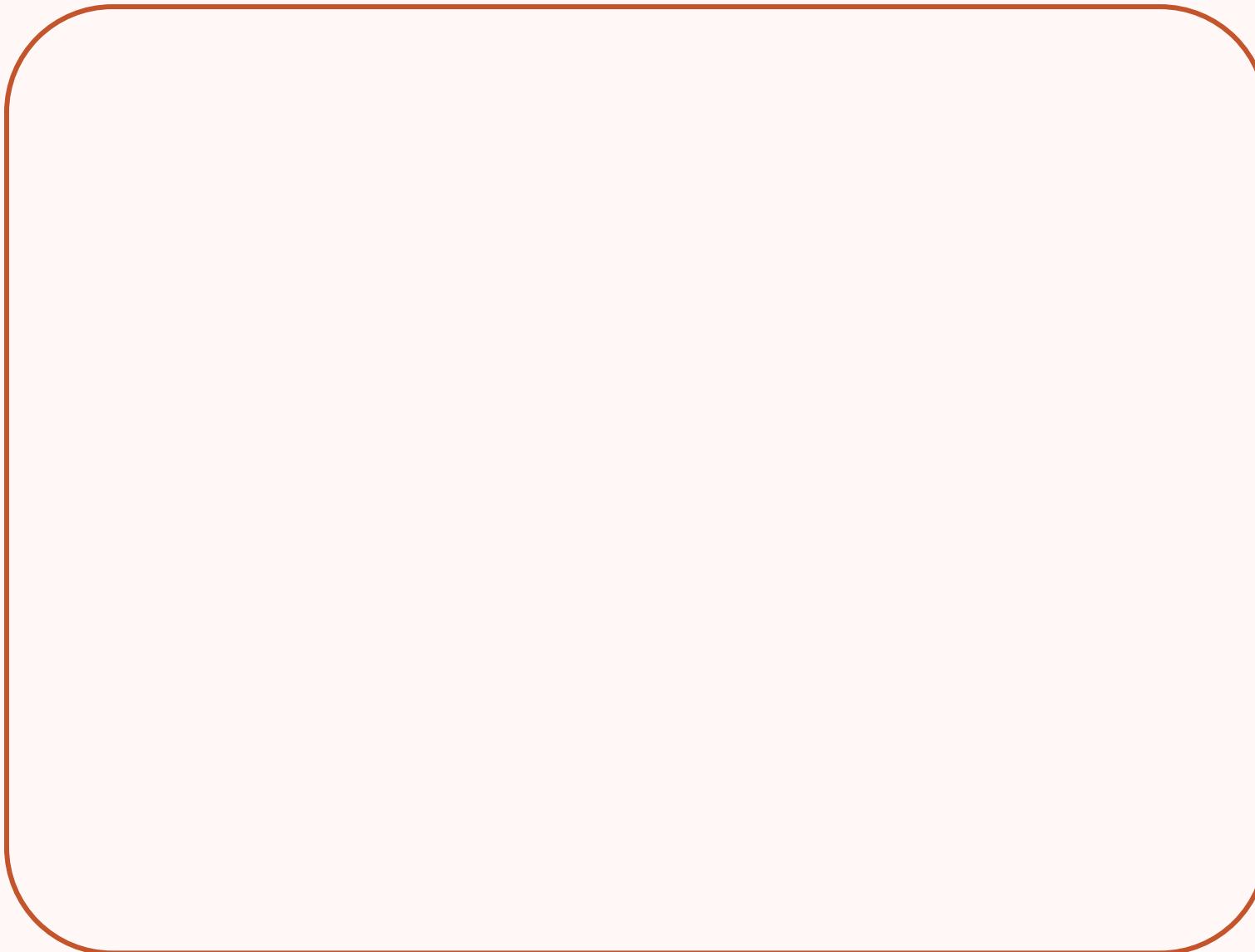
**Non-AI**



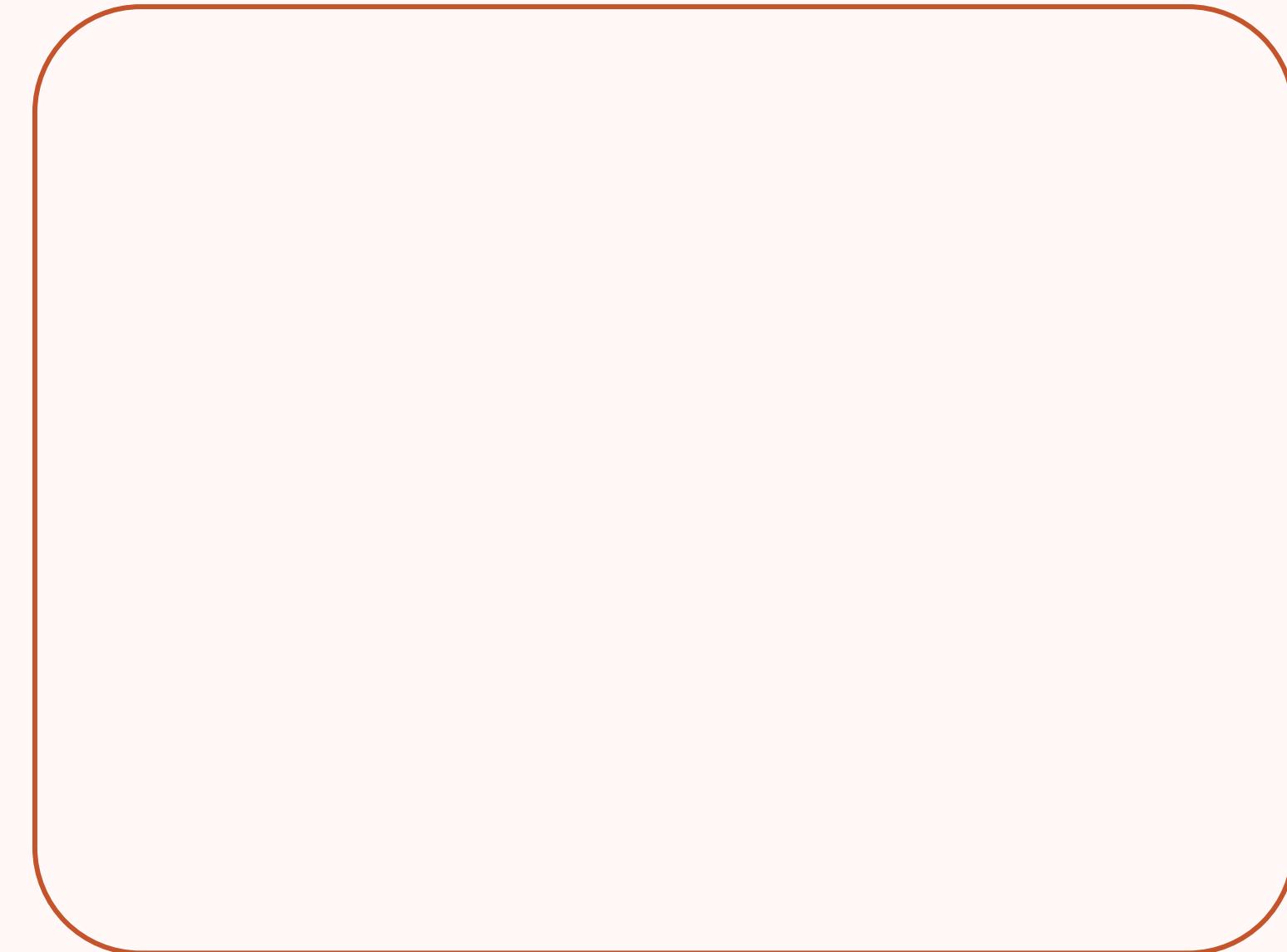
# Determining AI and Non-AI Examples

- From the two categories you have sorted, sort the **AI** category into two more categories:  
**Generative AI** and **Predictive AI**

**Generative AI**



**Predictive AI**



# Determining AI and Non-AI Examples - Answers

## Non AI

- Printer scanner turns a scanned PDF into text
- Keyword search a folder for “invoice”
- Excel function merges two sheets
- Pivot table totals a dataset
- Mail-merge fills a letter template
- Rule: if subject has “Invoice”, move email
- Sort rows by newest date
- Convert a table to HTML with a fixed template
- Spell-check against a dictionary

## Predictive AI

- Spam filter labels emails
- Classify support tickets by urgency
- Sentiment label for product reviews
- Extract names, dates, totals from receipts (ML model)
- Recommend articles “You might like”
- Detect anomalies in monthly spend
- Topic cluster 1,000 comments
- Detect language (is this Vietnamese?)
- Auto-tag photos by content (people, beach, food)

## Generative AI

- Draft an email reply from bullet points
- summarise a 10-page policy
- Translate a paragraph to Vietnamese
- Rewrite this text to a friendlier tone
- Generate 50 product descriptions from a table
- Create quiz questions from an article
- Draft a lesson outline from goals
- Generate an image from a text prompt

# Core Types

01

## CLASSIFY

AI tools that classify are useful for categorising data effectively, and boost and enable decision making through insights that it can make about a lot of data.

02

## RECOMMEND

Recommender systems are useful for leveraging special algorithms to offer suggestions and recommendations for correlated data. This can be used to have personalised suggestions and drive engagement from users.

03

## EXTRACT

Extraction tools are useful for identifying points of useful data and collating it into a particular structure.

Extraction AI allows for gaining information and insights in a specific form from large data sets, and it allows for accessing critical data and streamlining processes efficiently.

# 01 CLASSIFY

AI tools that classify are useful for categorising data effectively, and boost and enable decision making through insights that it can make about a lot of data.

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- Use cases:
  - Company ticket urgency
  - Text intent
  - Text sentiment
  - Topics in the text
  - Language
  - Flagging sensitive info
- Inputs: short text or a chunk of a doc.
- Output: one label from a fixed set of labels and the confidence it has.
- Archetypes (discussed later): analyser (one-off), Orchestrator (batch), Structured generator (JSON (text format for information)).
- Quality levers: clear label definitions, deciding when its a close call, having a “cant determine” class.
- Metrics: accuracy

## 02 RECOMMEND

Recommender systems are useful for leveraging special algorithms to offer suggestions and recommendations for correlated data. This can be used to have personalised suggestions and drive engagement from users.

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- Use cases:
  - Articles to read
  - next possible actions
  - Similar docs
  - Learning paths.
- Inputs: user goal or recent activity + candidate list (IDs, titles, metadata).
- Output: Top ranked (eg top 5 results) with it's reason
- Archetypes: Retriever (re ranking data), Orchestrator (weekly digest), Structured generator (JSON list).
- Metrics: click-through, coverage of everything, how long it took.

# 03 EXTRACT

Extraction tools are useful for identifying points of useful data and collating it into a particular structure. Extraction AI allows for gaining information and insights in a specific form from large data sets, and it allows for accessing critical data and streamlining processes efficiently.

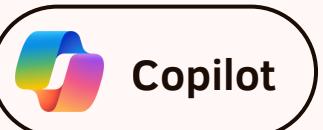
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- Use cases:
    - Names
    - Dates
    - Total amounts of things
    - Addresses
    - Sensitive info redaction.
  - Inputs: raw text or scans and for long docs chunking/separating sections.
  - Output: strict schema with types, whether a field can be blank, the original source part.
  - Archetypes: Analyser (per doc), Orchestrator (batch), Retriever (narrow scope).
  - Quality levers: giving the AI examples of good outputs, normalisation (standards) rules, unit/date formats.
  - Metrics: field-level precision/recall, exact-match rate; random spot-check on the outputs.

# AI TOOL ARCHETYPES

## Chat Assistant

*Writes or rewrites text*

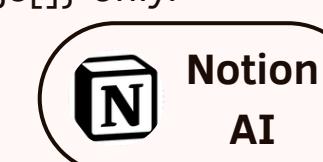
- Use when: You need a first draft or polish to some text.
- Examples: Customer reply, job ad, roster email for a team.
- Ask for: “200-word first draft in a nice tone.”



## Structured Generator

*Fills a fixed format*

- Use when: You know the columns or fields that should be outputted.
- Examples: Comma Separated Values file of product blurbs, JSON formatted file of FAQs, template posts.
- Ask for: “Return a CSV file with columns {title, blurb, tags[]} only.”



## Analyser

*Reads and pulls meaning*

- Use when: You want a concise synopsis or comparison to text, or key facts.
- Examples: Compare this 10-page policy with another document, extract names and dates.
- Ask for: “Give 10 points+ one risk, <200 words.”



## Retriever

*Finds the right bits from your files*

- Use when: You need a specific point where text was said in a document.
- Examples: Rules in legacy documents, past incident report notes.
- Ask for: “List the top 5 snippets with file names and links.”



## Orchestrator

*Chains steps or runs on a schedule*

- Use when: You want reproducible workflows.
- Examples: Monday summary of reviews from the past weekend, weekly key performance email, nightly export of data.
- Design for: “Every Friday morning at 9:00, run analyse → generate → email to this person.”



A close-up photograph showing a person's hands working on a whiteboard. The hands are placing and writing on orange sticky notes. Some notes have the letters 'IN' and 'HI' written on them. The background is blurred, showing more sticky notes in various colors like yellow, green, and blue.

# Mapping Tasks to AI Archetypes

Details of the task are provided on the worksheet item.

# Post Quiz

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*This quiz is to see your learning progress over this session*



## Post Quiz - Question 1

### **WHICH *IS* AI?**

- A) A scanner that turns a scan into text
- B) email inbox rule that files emails with “Urgent”
- C) A Spam filter that learns from examples
- D) Sorting rows by date



## Post Quiz - Question 1

**WHICH *IS* AI?**

- C) A Spam filter that learns from examples



## Post Quiz - Question 2

**BEST ARCHETYPE TO COMPARE TWO SUPPLIER QUOTES AND LIST KEY DIFFERENCES?**

- A Chat assistant
- B Structured generator
- C Analyser
- D Orchestrator



## Post Quiz - Question 2

**BEST ARCHETYPE TO COMPARE TWO SUPPLIER QUOTES AND LIST KEY DIFFERENCES?**

C Analyser



## Post Quiz - Question 3

**BEST ARCHETYPE TO CREATE A JSON LIST OF PRODUCT BLURBS {TITLE, BLURB, TAGS[]}?**

- A Chat assistant
- B Structured generator
- C Retriever
- D Orchestrator



## Post Quiz - Question 3

**BEST ARCHETYPE TO CREATE A JSON LIST OF  
PRODUCT BLURBS {TITLE, BLURB, TAGS[]}?**

B Structured generator



## Post Quiz - Question 4

**IF YOU PUT IN TOO MUCH TEXT FOR THE AI TOOL TO READ, WHAT CAN HAPPEN?**

- A It reads everything anyway
- B It stops working permanently
- C It becomes more accurate
- D It may ignore early instructions or miss details



## Post Quiz - Question 4

**IF YOU PUT IN TOO MUCH TEXT FOR THE AI TOOL TO READ, WHAT CAN HAPPEN?**

- D It may ignore early instructions or miss details



## Post Quiz - Question 5

**FOR TASKS THAT MUST BE FACTUALLY CORRECT, WHAT HELPS MOST?**

- A Ask the AI to use a serious tone
- B Add retrieval or links to sources and ask for citations
- C Lower temperature only
- D Ask twice and average the two responses



## Post Quiz - Question 5

**FOR TASKS THAT MUST BE FACTUALLY  
CORRECT, WHAT HELPS MOST?**

- B Add retrieval or links to sources and ask for citations



## Post Quiz - Question 6

### **WHICH IS THE BEST AI USE CASE?**

- A Weekly digest email that summarises team notes
- B Write a legal policy document fully from scratch
- C Judge a complicated law case
- D Rebrand the entire company website



## Post Quiz - Question 6

**WHICH IS THE BEST AI USE CASE?**

A Weekly digest email that summarises team notes



# Next Steps

## **SESSION 2**

Safe and Responsible AI Use

## **SESSION 3**

Leveraging In Your Role