

How to Describe Your Business Problem to AI and Get Tailored Mistake-Proofing Ideas



KEY LEARNINGS: HOW TO DESCRIBE YOUR BUSINESS PROBLEM TO AI AND GET TAILORED MISTAKE-PROOFING IDEAS

◆ AI is Your Partner—Not a Mind Reader

- AI doesn't replace humans—it complements them.
- It doesn't get tired or panic, but it can't understand a problem unless you explain it clearly.
- Clarity in communication is the key to getting actionable solutions from AI.

◆ Start with the Workflow—Not Just the Error

- Avoid vague problem statements like “We have scheduling issues.”
- Describe the entire process where the error occurs.
- Example:
Instead of “bookings are a mess,” say:
“We assign instructors based on availability, but the system doesn't block overlapping time slots if two team members book simultaneously.”
- This helps AI identify whether the issue is human error or a system flaw.

◆ Clarify Who's Involved

- Identify who is making or experiencing the mistake:
 - Frontline staff?
 - New hires?
 - Customers inputting their own data?
- This helps AI tailor solutions (e.g., automated fields, role-based access, training nudges).

◆ Talk About the Consequences

- Explain the real-world impact of the mistake:
 - Delayed service?
 - Financial loss?
 - Customer frustration?
- This helps AI decide whether to suggest soft guidance or strict process controls.

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◆ Be Honest About What You've Already Tried

- Mention the methods you've already used (SOPs, checklists, reminders).
- This helps avoid repeating ineffective strategies and enables smarter suggestions.

◆ Use a Simple Prompt Template

• Example AI Response Might Include:

- Real-time address confirmation for both client and technician
- Alerts when booking occurs outside of service zones
- Workflow redesign for verifying time after location
- Behavioral nudges during peak scheduling periods

◆ AI Can Reveal Hidden Patterns

- Honest workflow descriptions help AI detect:
 - Underlying system flaws
 - Friction points
 - Risks that aren't visible to humans
- Sometimes the real issue isn't the mistake—it's how the whole system is built.

◆ Final Insight: AI Gives You the Blueprint—You Bring It to Life

- AI can guide and design—but real success depends on:
 - Implementing in real-world conditions
 - Training real people
 - Responding to live, unpredictable challenges
- That's when mistake-proofing shifts from theory to transformation.