AI-Driven Office Excellence in the Public Sector

A Workshop for BCSA Members

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### **Key Learning Objectives**

1. **Understanding Generative AI for Public Sector Use**  
   Build a foundational understanding of how generative AI functions and its applications in the public policy space—writing, decision-making, summarization, and stakeholder engagement.
2. **Boosting Office Productivity with AI**  
   Learn to apply AI tools to streamline routine tasks such as documentation, communication, meeting management, and research.
3. **Practical AI Tools for Public Policy Professionals**  
   Gain hands-on experience with tools like ChatGPT, Claude, Copilot, Gemini, and domain-specific assistants for creating briefs, analyzing reports, and drafting correspondence.
4. **Ethical and Effective AI Use in the Public Sector**  
   Develop awareness of the ethical concerns, limitations, and best practices for responsible AI use in policy environments.
5. **Role-Based Applications and Real-World Case Studies**  
   Tailor exercises and discussions to real job roles (analysts, communication staff, decision-makers) for maximum relevance.

### **Workshop Agenda**

#### **Day 1: Foundations and Practical Writing Tools**

##### **Session 1: 9:15 AM - 11:00 AM**

**Introduction to Generative AI for Public Policy**

* What is Generative AI and how is it different from predictive AI?
* Use cases in public sector offices
* Overview of tools: ChatGPT, Claude, Gemini, Copilot, Notion AI
* Examples of improving productivity with GenAI
  + Exercise: Identify 3-5 tasks in your role that could be improved with AI
  + Worksheet 1: Task Mapping for AI Integration
  + **Discussion**: How can AI help in your specific role?

##### **Q&A Session: 11:00 AM - 11:15 AM**

##### **Session 2: 11:30 AM - 1:00 PM**

**Smart Prompting & Professional Writing with AI**

* Writing policy briefs, memos, summaries using AI
* Best practices for effective prompting
  + **CATS Method**: Context, Action, Task, Style
  + **DOGS Method**: Details, Objective, Goal, Style
  + **SMART Method**: Specific, Measurable, Achievable, Relevant, Time-bound
* **Prompting Examples**:
  + Policy brief, memo, summary, email
  + Exercise: Write a policy brief using AI
  + Worksheet 2: Prompting Techniques
  + **Discussion**: What are the challenges you face in writing? How can AI help?
* Prompting techniques: structured, iterative, context-rich
* **Best Practices**:
  + Iterative prompting for refinement
  + Contextualizing prompts for better results
  + Using AI to enhance clarity and conciseness in writing
* Exercise: Rewrite a complex paragraph into plain language, executive summary, and an email
  + **Discussion**: How can AI help in your specific role?
  + **Worksheet 3**: Writing Exercise
  + **Group Activity**: Share and discuss your rewritten paragraphs
* Worksheet 2 & 3: Writing + Brief Drafting

##### **Lunch / Prayer Break: 1:00 PM - 2:00 PM**

##### **Session 3: 2:00 PM - 4:30 PM**

**Routine Office Productivity Tasks with AI** - AI for drafting meeting agendas, summaries, and follow-up notes

* Email drafting, announcement writing, FAQ creation
* Using AI for data analysis and visualization
* Exercise: Meeting transcript → action items
  + **Discussion**: How can AI help in your specific role?
  + **Worksheet 1**: Productivity Task Mapping
  + **Group Activity**: Share and discuss your productivity tasks
* Worksheet 1: Productivity Task Mapping

#### **Day 2: Research, Campaigns, Ethics & Workflow Design**

##### **Session 4: 9:15 AM - 11:00 AM**

**Recap of Day 1 & AI for Research and Policy Analysis**

* Recap of Day 1: Key takeaways and reflections from the participants
* **Discussion**: How can AI help in your specific role?

**AI for Research and Policy Analysis**

* Using AI for literature review, data summarization
* Generating pros/cons and policy comparisons
* Hands-on: Use GenAI to summarize a research paper
  + **Discussion**: How can AI help in your specific role?
  + **Worksheet 4**: Research Summary Template
* Hands-on: Use GenAI to compare two fiscal policies
* Worksheet 4: Policy Comparison Table

##### **Q&A Session: 11:00 AM - 11:15 AM**

##### **Session 5: 11:30 AM - 1:00 PM**

**Creativity & Communication: Campaign Planning with AI**  
- Creating slogans, campaign messages, and outreach plans - Using AI for social media content generation

* Public engagement content generation
* Hands-on: Use GenAI to draft a campaign message
  + **Discussion**: How can AI help in your specific role?
  + **Worksheet 5**: Campaign Drafting Template
* Example: Drafting a campaign message for a new policy initiative
  + **Group Activity**: Share and discuss your campaign messages
  + **Worksheet 5**: Campaign Drafting Template

##### **Prayer Break: 1:00 PM - 2:00 PM**

##### **Session 6: 2:00 PM - 3:15 PM**

**AI Ethics and Responsible Use in Policy Work**

* Bias, misinformation, hallucination in GenAI
* Risk management and transparency
* Ethical frameworks for AI use in public sector
* **Discussion**: What are the ethical implications of using AI in your work?
  + **Worksheet 6**: Ethical Considerations in AI Use
  + **Group Activity**: Share and discuss ethical dilemmas in AI use
* **Case Studies**: Real-world examples of AI misuse in public sector
* **Discussion**: How can we mitigate these risks?
  + **Worksheet 6**: Ethical Considerations in AI Use
  + **Group Activity**: Share and discuss ethical dilemmas in AI use
* Group Activity: Would you use AI here? Debate ethical cases

##### **Session 7: 3:15 PM - 4:30 PM**

**AI in Decision-Making and Stakeholder Engagement** - Using AI for stakeholder analysis and engagement strategies

**Designing Your AI Workflow** - Choosing the right tools for your tasks

* Integrating GenAI into daily routines
* Worksheet 7: Personal AI Workflow Blueprint

### **Workshop Outcomes**

By the end of the workshop, participants will:

* Understand core GenAI concepts tailored to public sector needs
* Learn ethical frameworks and boundaries for responsible AI use
* Gain practical skills with tools that improve document writing, communication, meetings, and research
* Walk away with personalized workflows and prompt templates to use immediately in their jobs
* Be prepared to advocate for and adopt GenAI tools within their departments

At the end of this event, you’ll:

* Understand the fundamentals of AI and its relevance to public sector work
* Identify practical AI tools that can enhance productivity in government tasks
* Develop strategies to implement AI solutions effectively within your team or department