

# AI Leadership Productivity Workshop

Using ChatGPT to Improve University  
Management Efficiency

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# Why This Matters

## Administrative Challenges We All Face

**40-50%**

Management staff spend 40-50% of time on communication tasks.

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### Administrative Overload

Too many emails,  
reports, meetings



### Time Wasted

Same emails,  
similar documents



### Slow Communication

Delays in coordination

# Session Objectives



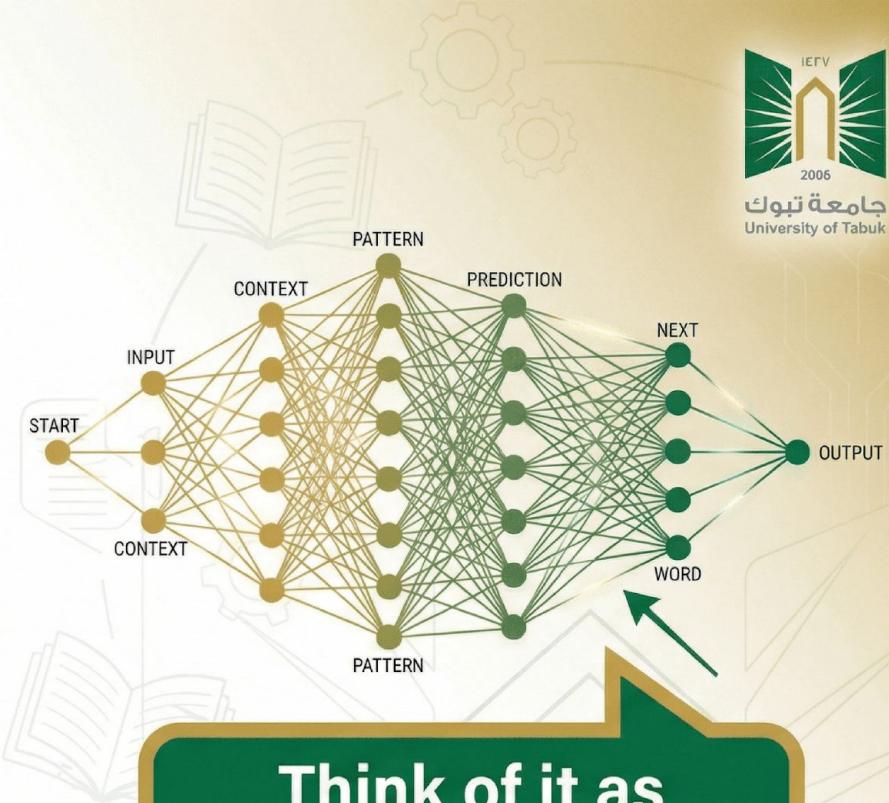
-  Understand what ChatGPT is (and isn't)
-  Learn how it works under the hood
-  Write effective prompts using the CRAFT model
-  Apply it to real management workflows

# What is ChatGPT?

A large language model that generates text by predicting the most likely next word based on patterns learned from massive amounts of text data.

## Definition

- Trained on books, websites, academic papers
- Understands context and patterns in language
- Generates human-like text responses



Think of it as  
“Autocomplete  
on steroids”

# What ChatGPT is NOT

- ✗ Not human intelligence**  
(No consciousness or understanding)
- ✗ Not always correct**  
(Can make mistakes or “hallucinate”)
- ⚠ Not a replacement for leadership**  
(You remain responsible)
- ✗ Not connected to the internet**  
(Standard version has knowledge cutoff)
- ⚠ Not a database**  
(Doesn't store or recall specific data you tell it)



**ChatGPT is a tool, like Excel or email.  
Your expertise + ChatGPT = Productivity.**

# Where ChatGPT Helps

## High-Value Use Cases for University Managers



### Emails & Communication

- Drafting, translating, tone adjustment



### Reports & Documentation

- Summaries, templates, formatting



### Planning & Strategy

- Brainstorming, structuring ideas



### Translation & Tone

- Arabic ↔ English, formal ↔ casual

**Key Insight:** Focus on DRAFTING and STRUCTURE.  
**Efficiency Gain:** 15 min → 3 min.

# Where Verification is Needed

**Use with Caution — Always Verify**

## Finance & Budgets



Numbers can be fabricated

## Legal & Disciplinary



Requires human judgment

## Policy Interpretation



May not know specific policies

## Confidential Data



Privacy concerns - Protect student/staff data

## Final Decisions

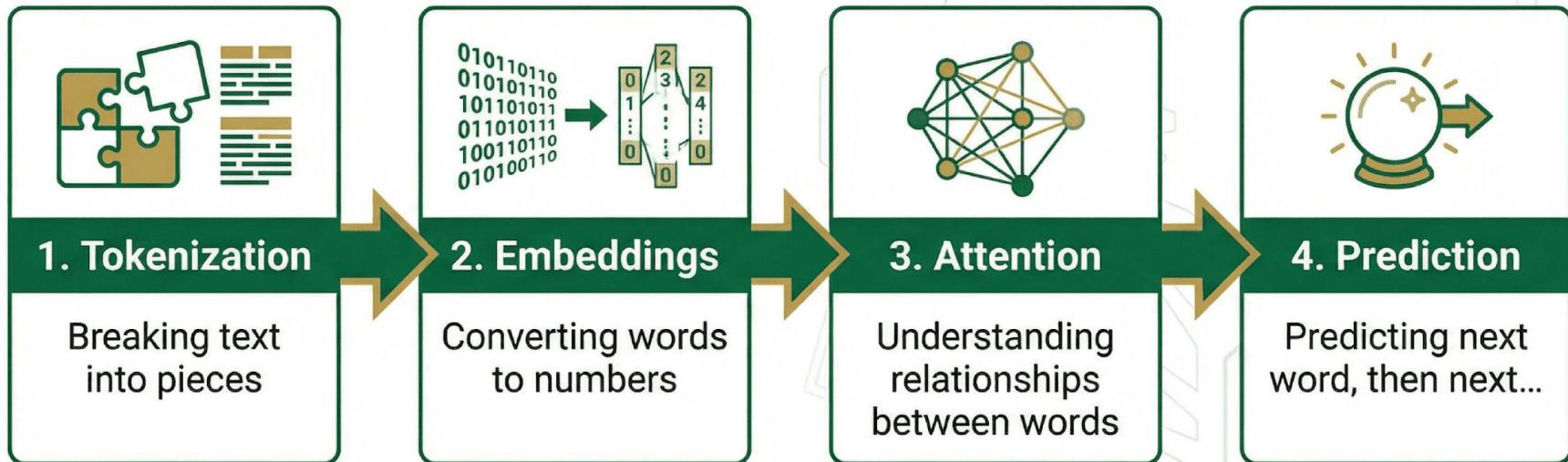


You must review everything

**Golden Rule:** If it goes in an official document or affects people, YOU must verify.

# How ChatGPT Works

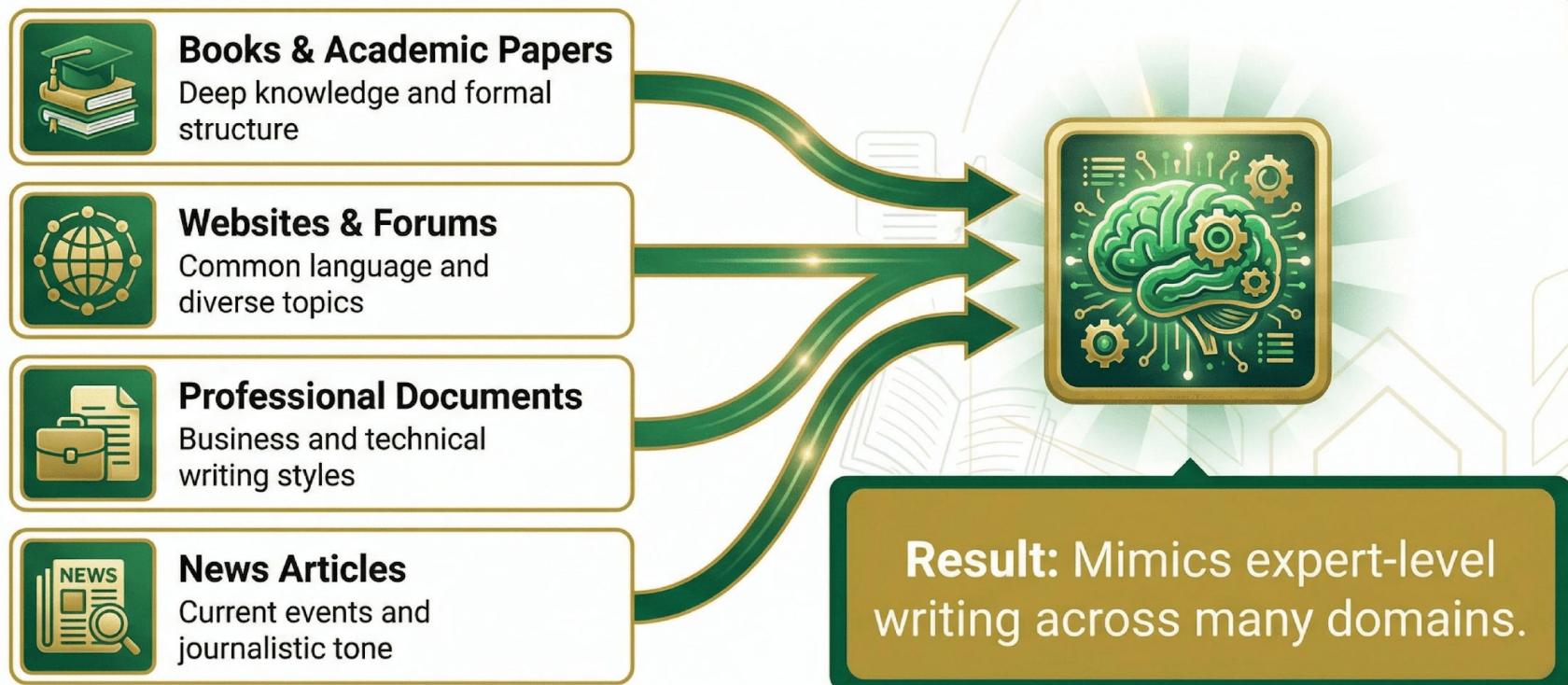
## The Technical Process (Simplified)



Visual Example: Input: “The student submitted” → Prediction: “the assignment”

# Why ChatGPT Sounds Intelligent

Learning from Massive Real-World Data



# Implication for Managers

## The Golden Rule of AI Adoption

### The Golden Rule

Use ChatGPT for: **Drafting, Structuring, Planning**  
Always: **Verify Critical Outputs**

### Your Role



Provide  
**direction & context**

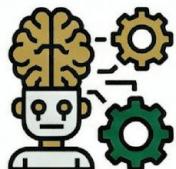


Review & refine  
**outputs**



Add **institutional knowledge**

### The Partnership Model



**80% AI  
Draft**



**20% Human  
Refinement**



**High  
Efficiency**



# Exercise: Trust vs Verify

Which tasks are safe to use ChatGPT for?

Task	Status	Guidance
Draft email to faculty	✓	Safe (Review tone)
Summarize meeting notes	✓	Safe (Check key points)
Create budget numbers	!	Caution (Verify numbers)
Write policy language	!	Caution (Legal review needed)
Calculate student GPA	✗	Unsafe (Use official systems)
Disciplinary decision	✗	Unsafe (Human judgment required)

# Prompt Engineering Basics

## The Secret to Great Results

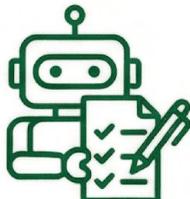


Can't read your mind

Needs context



ChatGPT performance depends entirely on the **clarity of your prompt.**



Follows instructions literally

Performs best with clear details



# Poor Prompt Example

## The Bad Prompt

**Input:** "Write email."

## What's Wrong

-  Too vague
-  No context
-  Generic and useless
-  Requires complete rewrite

## The Generic Output

**Subject:** Hello

Dear [Recipient], I hope this email finds you well...

[Template Content with placeholders]...

# Better Prompt Example

## Improving Clarity and Context



### THE PROMPT (Input)



Write a formal email requesting faculty meeting attendance.

*User Input with Specificity*

### THE RESULT (Output)



*Formal & Action-Oriented Email*

### WHY IT'S BETTER (Analysis)



Clear purpose



Specified tone  
(formal)



Specific action

# Best Prompt Example (CRAFT)

## ✓ Excellent Prompt

### Prompt Box

You are a department chair at a university. Draft a diplomatic email reminding faculty to submit their course evaluation reports by Friday. The tone should be polite but firm, as this is the third reminder. Provide both Arabic and English versions.

### Analysis (The CRAFT Elements)

- ✓ **Role:** Department Chair
- ✓ **Context:** University
- ✓ **Action:** Draft diplomatic email
- ✓ **Tone:** Polite but firm
- ✓ **Format:** Arabic & English

# The CRAFT Model

Your Framework for Perfect Prompts

## C Context

"You are a department chair with a limited budget for an upcoming conference..."

## R Role

Provide Arabic and English versions of the email, formatted as a formal letter...

## A Tone

"Polite but firm, maintaining professional respect while clearly stating the necessary restrictions..."

## A Action

Acting as a department chair, you need to communicate a difficult decision to a faculty member..."

## F Format

Provide Arabic and English versions of the email, formatted as a formal letter...

## T PROMPT TEMPLATE FORMULA

You are [ROLE] working in [CONTEXT].  
[ACTION] in [FORMAT] with a [TONE] tone.

Memorize CRAFT — you'll use it constantly

# Email Prompt Template

## Ready-to-Use Frameworks

### General Template



You are [Role] at [Institution]. Draft an email about [Topic] to [Audience]. The purpose is to [Goal]. Tone should be [Tone]. Include [Specific requirements].



#### Example 1: Meeting Invitation

You are a dean...

Draft an email inviting department heads to a strategic planning meeting...

Tone: professional...

Include Arabic translation.



#### Example 2: Deadline Reminder

You are an academic coordinator...

Draft a friendly but urgent reminder... about textbook selection deadline...

Mention consequences politely.

# Meeting Summary Template

Turn Messy Notes into Professional Summaries

## The Prompt Template

- > Summarize the following meeting notes into a clear executive summary.
- > Include: Key decisions, Action items (with owners/deadlines), Outstanding issues.
- > [Paste meeting notes here]



## The Output Structure

**SUMMARY:** Executive overview...

**DECISIONS:** Approved X, Rejected Y...

**ACTION ITEMS:**

- Name: Task (Deadline)
- Name: Task (Deadline)

**NEXT MEETING:** [Date]

**Goal:** Show how to standardize meeting reporting.

# Strategic Planning Template

## The Template

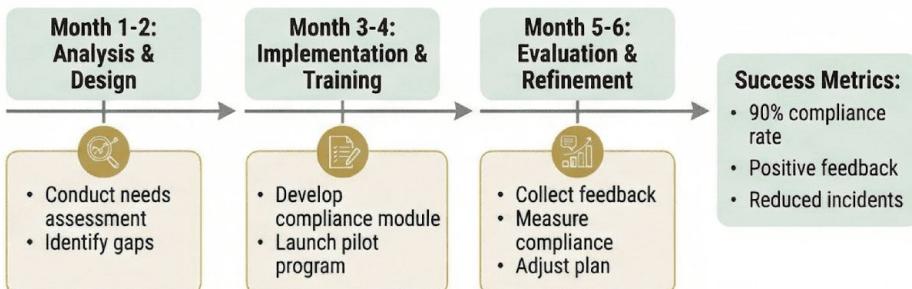
- You are a [Role] at a university.  
Create a [Timeframe] improvement plan for [Goal].  
Include:
  - Current challenges
  - Specific objectives
  - Action steps with timeline
  - Success metrics
  - Resources needed

## Real-World Example

You are a faculty affairs manager, predevelop a needs op·x ualic excreasing increaitin programs.

Create a 6-month improvement plan for increasing faculty compliance to monto-needn and orfunilege and resourcets.

Include realistic action steps to measure feedback, compliance, compliance and adjust plan.



# HR Management

Use ChatGPT to Draft Documents

## Performance Evaluations



- Draft templates with specific criteria
- Customize for individual staff

## Job Descriptions



- Qualifications, responsibilities, skills
- Format professionally

## Warning Letters



- Formal tone, documenting issues
- Outline consequences clearly



**Important:** Use templates only. Never paste confidential employee data.

# Administrative Reporting

Common Reports ChatGPT Can Help With

## KPI Summaries



- Convert raw data into executive summaries
- Visualize department performance

## Budget Justifications



- Explain impact on teaching quality
- Formal tone for funding requests

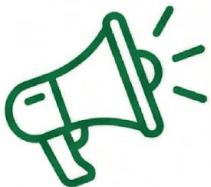
## Compliance Tracking



- Monitor faculty submissions
- Track deadlines and status

# Student Affairs Support

## Student Communication Templates



### Announcements

- Exam schedules & changes
- Clear, empathetic tone
- Bilingual (English/Arabic)



### Academic Warnings

- Probation letters & improvement plans
- Supportive but professional tone
- Include resources & consequences



### Event Invitations

- Workshops & career events
- Engaging, urgent, no pressure
- Registration details

# Tone Refinement

## ChatGPT Can Transform Communication Style

### Original (Harsh)

Your report is late again.  
This is unacceptable.  
Submit immediately.

### The Prompt:

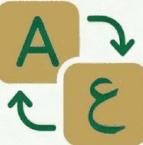
"Rewrite this message to  
be more diplomatic..."



### Refined (Diplomatic)

I noticed the report has  
not yet been submitted...  
timely submissions are  
essential... Let me know  
if you need support.

**Leadership is often about tone, not just content.**



# Translation Support

Automatic Bilingual Documents

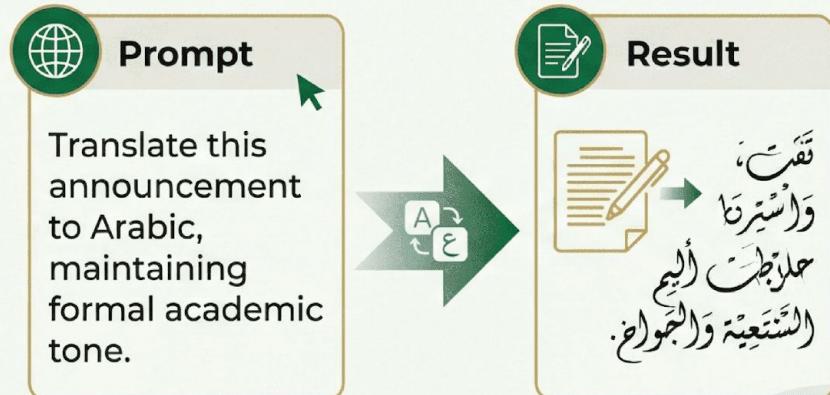


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## Key Benefits

- Huge time-saver for bilingual institutions
- Handles academic/formal Arabic well
- Maintains consistency across languages
- Supports regional variations (e.g., Saudi context)

## Visual Example



**Important Note:** Always have a native speaker review the final version.

# Example: Rewrite Email Diplomatically

Scenario: Reminding faculty about a missed deadline

## Original Draft

Submit your course reports now.  
This is the third reminder.



Too Harsh / Direct



Rewrite this as a  
diplomatic but  
firm reminder...

## ChatGPT Output

Dear Colleagues,

I hope this message finds you well. I am writing to follow up on the course report submissions... I understand demands on your time... kindly request submission by [date].



Professional & Empathetic



# Example: Summarize Policy

Turning Dense Documents into Actionable Summaries

## The Scenario



## The Result



**Input:** 15-page Faculty Leave Policy

Prompt

Summarize this policy into 5 bullet points for an executive briefing...

**Output:** Executive Summary

- **ELIGIBILITY:** Full-time faculty > 1 year
- **DURATION:** 30 days annual, 10 days sick
- **APPROVAL:** Chair (<7 days), Dean (>7 days)
- **DOCUMENTATION:** Request 2 weeks in advance

# Exercise: Create Your Own Prompt

⌚ Time: 10 minutes

## Task Card



### The Task

Write a prompt using the CRAFT model to generate a **staff performance evaluation template** for your department.

### Requirements Checklist

- ✓ Include context (Role & Institution)
- ✓ Specify sections (e.g., Skills, Teamwork)
- ✓ Define the tone
- ✓ Mention specifics (Bilingual, Rating Scale)

### Share With Group

- ▶ Read prompt aloud
- ▶ Run through ChatGPT
- ▶ Discuss results



# Exercise: Generate Meeting Agenda

⌚ Time: 10 minutes

## The Scenario

You need to prepare an agenda for a department leadership meeting next week.

## Your Task

- Write a prompt to generate a meeting agenda.
- Include these topics: Budget review (Q2), Enrollment trends, Faculty development, Facility maintenance.

## Bonus Challenge

- Ask for time allocations (2-hour meeting)
- Request action items template
- Generate in English and Arabic

# Ethical Use of ChatGPT

## Core Principles for Responsible AI Use



### Protect Confidentiality

- Never paste student names, IDs, grades
- Never paste employee personal info
- Use [placeholders] for sensitive data



### Verify Sensitive Outputs

- Double-check all facts and figures
- Review policy interpretations with legal
- Confirm budget numbers independently



### Maintain Responsibility

- You are accountable for all outputs
- ChatGPT is a tool, not a decision-maker
- Don't use it to avoid doing your job

Your judgment > ChatGPT's output, always.

# Best Practices for Managers

## The 5 Rules of Effective ChatGPT Use

### The 5 Rules



#### 1. Be Clear

Use CRAFT model consistently.



#### 2. Assistant, Not Replacement

Rely on your expertise.



#### 3. Verify Critical Decisions

Never blindly trust output.



#### 4. Iterate and Refine

First output is rarely final.



#### 5. Respect Privacy

Protect confidential information.

### Efficient Workflow



#### Time-Saving Workflow



**Total: 10 min (vs 30-45 min)**

# What You Learned Today

## Key Takeaways

- ✓ **What ChatGPT is:** Pattern-based language model, not human intelligence
- ✓ **How it works:** Predicts text based on training data
- ✓ **How to prompt it:** CRAFT model for consistent results
- ✓ **How to use it:** Emails, reports, planning, translation
- ✓ **Where to be careful:** Finance, policy, confidential data

## Immediate Next Steps

- Try 3 prompts this week using CRAFT
- Complete homework assignment
- Document what worked/what didn't



# Homework Assignment

## Practice Makes Perfect

Draft 3 prompts using the CRAFT model for the following scenarios:

### Email



Draft a prompt for a meeting request or announcement.

### Reporting



Draft a prompt to summarize a report or data set.

### Strategy



Draft a prompt for a strategic improvement plan.

**Remember: Context, Role, Action, Format, Tone.**



# Thank You

## Questions & Answers

**Presenter:** Mohammed Alnemari  
**Institution:** University of Tabuk

### Next Steps:

- Next Session: Advanced Prompt Engineering & Custom GPTs
  - Resources: OpenAI Guide, University AI Policy

