

The graphic features a central white rectangular box with a black border containing the text 'AI Skills for Public Service'. The background is a vibrant orange with a white horizontal band. On the left, a grayscale image shows hands typing on a keyboard. On the right, a grayscale image shows a person in a suit holding a tablet. Large, stylized orange letters 'AI' are positioned on the left side of the white band, and a red star is centered on the white band. A large orange star is also visible in the top right corner of the orange background.

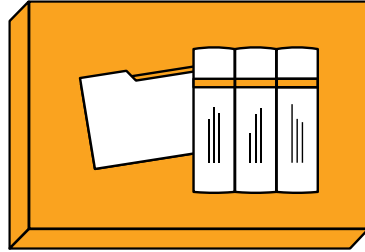
# **AI Skills for Public Service**

# Housekeeping



## Learn More

Check out the Resources tab for additional information and resources specific to this session.



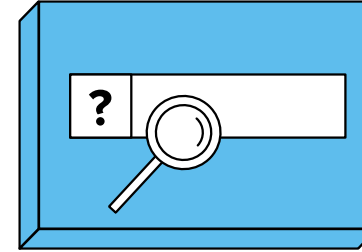
## Exhibit Hall

Head to the Exhibit Hall in the main environment to view all of our booths and download resources.



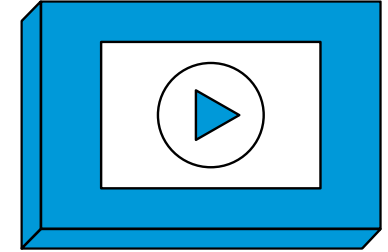
## Networking

Connect with your fellow govies in the Lobby chat in the main environment.



## Get Answers

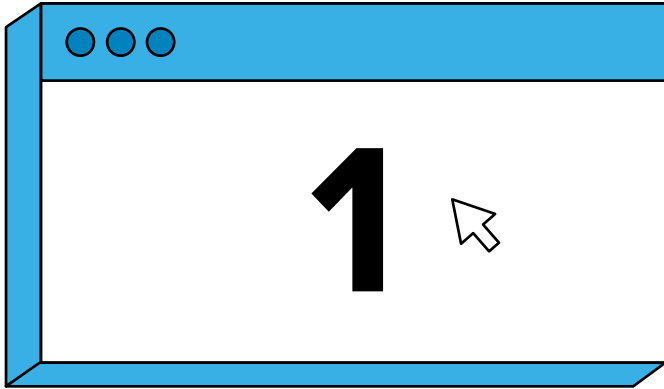
Submit your questions using the Q&A or Chat tab at the bottom of your console. The Q&A tab is also where you can submit technical questions.



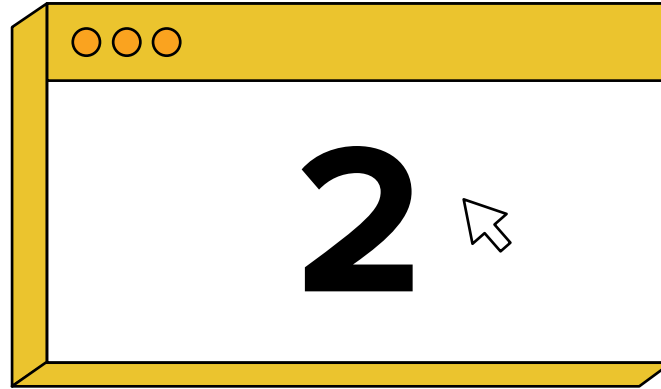
## On-Demand

We will email a link to the on-demand version tomorrow. Email us at [nextgen@govloop.com](mailto:nextgen@govloop.com) if you have any questions.

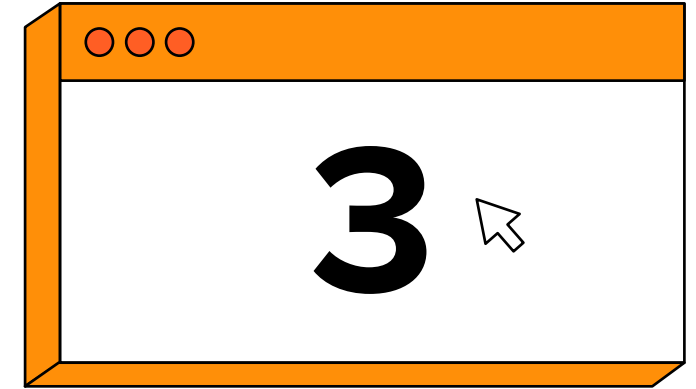
# CPE Info



**Attend** this live online training for the full duration



**Take the polls** throughout the live training. These will appear as a pop-out window on your screen. Click your response and hit submit.



**Complete the evaluation:** It can be found in the resource module on this training and in the Resource Center in the main environment.



## Natalie Buda Smith

Director of Digital Strategy and AI,  
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Manager

Director

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**Natalie Buda Smith** ✓ (She/Her/Ella)

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500+ connections

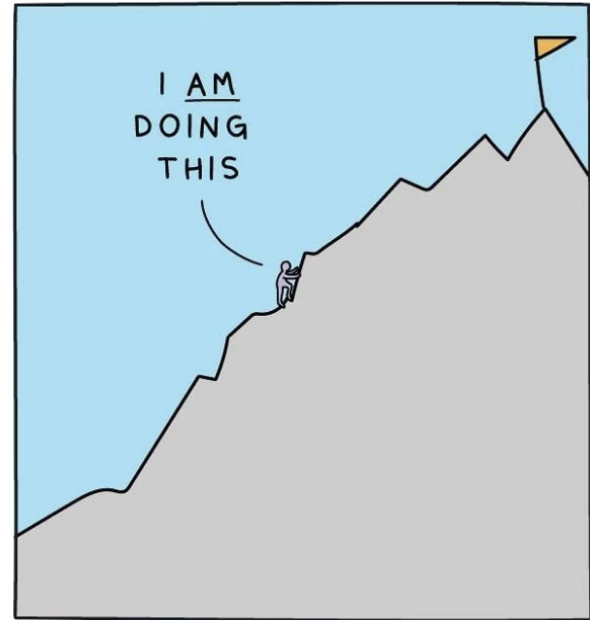
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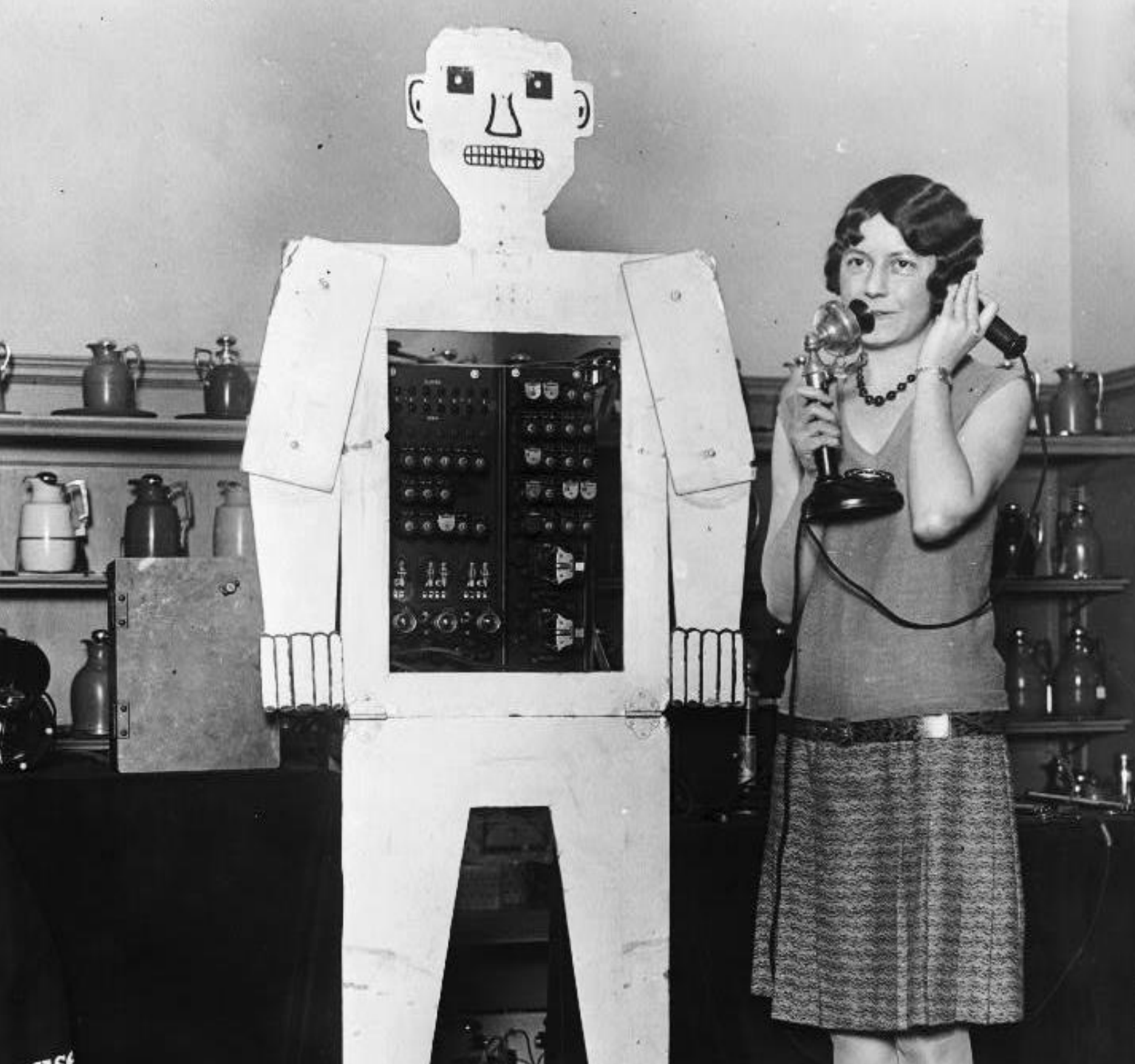
# AI is here to stay and will be transformational, but

**AI predicts**, it generates the most likely answer based on training data.

**It can be confidently wrong**; AI doesn't fess up to uncertainty. It will makeup regulations, laws, dates, cases, citations.

**AI was trained on the past**, a very limited past. Most models have a knowledge cut-off.

**Better outcomes come from better inputs**, selecting the right data, documents, repositories; using specific AI techniques; and writing detailed prompts.



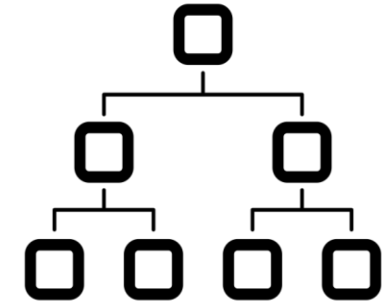
Mr. Televox, the perfect servant, who is never late or insolent taken in 1929.

# AI Everywhere

- Dedicated AI assistants (Copilot, Gemini, Claude, ChatGPT)
- Embedded in tools you already use (MS365, Workspace, Salesforce, ServiceNow)
- Search Engines (Google, Bing)
- Web features (chatbots, phone systems, assistants)
- Backoffice operations (HR, Security, Finance)
- Design and development (Copilot for GitHub, Claude Code, Cursor)

# Why is Governance and Guardrails Important with AI?

- AI systems are very different than traditional IT system design and development
- Every part of traditional IT systems are designed, developed, and tested.
- AI systems are regulated and fine-tuned to get outcomes from machine learning models or foundational models.
- Foundational models do not have the traceability or predictability of traditional IT systems.



vs.



# Top General Skills for AI *(According to MIT Research)*

## **Adaptability (Reskilling)**

With potential disruptive change ahead, pay close attention to trends, and be ready to reinvent yourself professionally. Continue pivoting and enhancing your skill set in relevant areas.

## **Critical thinking**

Critical thinking empowers individuals to become better problem-solvers. Critical thinking is a highly sought-after skill in the workplace. A critical thinker can analyze solutions to a problem, probing its strengths and weaknesses and comparing it to other alternatives. This process of deliberation leads to a selection of good alternatives, and a clear understanding of why a certain choice was made.

## **Communication**

The ability to communicate effectively, whether through data storytelling or good writing and speaking is a well sought out skill set in any industry.

# Prompting

# Why is Prompting Important?

Large language models are trained with language, massive amounts of text. A prompt is a way to engage with the models, as it provides:

1. **Context** – what the model can assume. Provides more detail so that the model can give more specific responses.
2. **Constraints** – the shape of the output, such as length, tone, format, target audience. Otherwise, it will pick defaults.
3. **Scope** – is it broad or narrow, superficial or deep?

# Anatomy of a Prompt

*I am a county agricultural extension officer preparing a report for small-scale farmers in a semi-arid region who have limited access to commercial fertilizers. [CONTEXT]*

*Explain the five most important indicators of soil quality they should monitor, why each one matters for crop yield, and one low-cost method for improving each indicator. [SCOPE]*

*Write at an 8th grade reading level, avoid technical jargon, keep each indicator to no more than four sentences, and format the response as a numbered list. [CONSTRAINTS]*

# Ways to Get Better Results from Prompting

- **Tell It What To Do** AI is built to act on instructions, not interpret restrictions. Instead of "don't make it too long," try "write three concise bullet points." If-then framing works especially well: *"If the audience is non-technical, then avoid jargon."*
- **Order Your Prompt Intentionally** The structure of your prompt shapes the response. AI tends to give more weight to what comes last, so put your most important element at the end. If you want the AI to reference a specific document, policy, or source, that goes last. Lead with background, end with the ask.
- **Your First Result Is a Draft** Iteration is normal, not failure. If the first response misses the mark, adjust your prompt and try again, change the scope, add a constraint, or reframe the request. Small changes to wording often produce meaningfully different results.

# Prompts for Productivity

**01 — Get Caught Up** *Catch me up on this thread. Review my week. Compare last week to this week. Use AI as your starting point when you're returning from leave, switching contexts, or need a status check.*

**02 — Prepare & Plan** *Prepare me for this meeting. Create a table of action items and required files. Build me a primer on this topic. Let AI do pre-work.*

**03 — Play a Role** *Act as a plain-language editor. Review this as a skeptical stakeholder. Respond as a policy analyst. Assigning a role sharpens the output. AI performs better when it knows who it's supposed to be.*

**04 — Improve What You Have** *Make this clearer for a non-technical audience. Tighten this to three bullet points. Improve the tone. AI can refine your work.*

**05 — Build a Repeatable Workflow** *Use this format every time I ask you to draft a memo. Once you find a prompt that works, save it. Consistency beats reinventing the wheel every time.*

# Considerations for Responsible AI

- **Governance** is key and many stakeholders have a role in ensuring ethical approaches. This takes collaboration, partnerships, and communication.
- **Ethical AI** considerations start from the beginning and with all AI systems. Even with ambient AI, human review or intervention needed.
- **Verification and evaluation** of AI output is essential and constant.
- **Bias** can be imbedded in almost every part of an AI system. The application, the training data, the algorithms, the data sets, the language.
- **Securing data and access** should be at top of mind, all the time.
- **Traceability and continuous improvement** is key for correcting all parts of the AI system.

# Artificial Intelligence and Its Affect on Workforce (Gartner)

Through 2026



Despite all the advancements in AI, the global **jobs impact will be neutral** — there will not be net decrease or increase.

By 2026



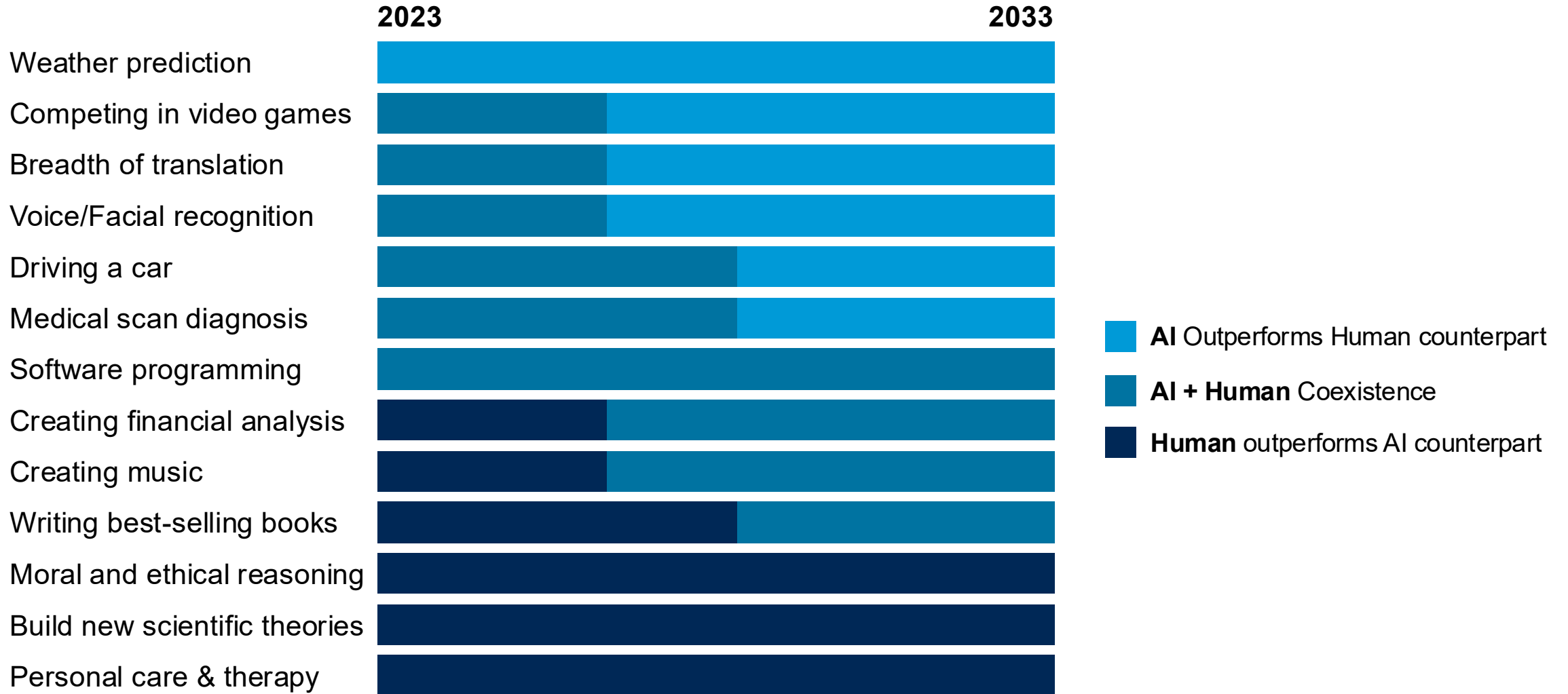
More than **100 million** people will engage **robocolleagues** (synthetic virtual colleagues) to contribute to enterprise work.

By 2036



AI solutions introduced to augment or autonomously deliver tasks, activities or jobs will result in **over a half billion net new human jobs.**

# AI-Human Performance Comparison (Gartner)



# Redistribution of Workload

The most common impact for the next decade will **not** be the **replacement of workers**. It will be the **augmentation of jobs** with AI.



# On the Horizon for Ways of Working

*It has to do with doubling down on the things humans do especially well — the skills that don't scale, that require **curation**, **curiosity**, and **connectivity**. – Scott Galloway*

- Experience Compression (Swiss Army Knife Workers)
- Prompt Engineering, Social Learning
- Evaluation and Governance
- Curation, Context Engineering
- Managing Agents

# Approach to Artificial Intelligence

*Among challenges in implementing AI, 70% are related to people and processes. The primary obstacle is the ability of companies to adapt, reinvent, and scale new ways of working. We call this change resilience. – Harvard Business Review*

- Become familiar with the emerging technologies in your field and at your place of work
- Adopt systems thinking and explore opportunities to apply systems thinking
- Analyze job responsibilities, what activities are repeatable processes versus require novel problem solving?
- Invest in novel problem-solving skills, relationships, and communication
- Create a mindset of continuous learning

# Let's Learn About You: For Chat

**What is something new  
that you can try in the next  
30 days to upskill in AI?**

**Questions?**

Two vertical orange bars are positioned on either side of the text, framing it. The bars are of equal height and width, and are placed symmetrically relative to the text.

# Thank You

**Natalie Buda Smith**

[linkedin.com/in/nataliebuda/](https://www.linkedin.com/in/nataliebuda/)

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# Up Next

## Lunch Keynotes from 12:30pm – 1:30pm ET

### **Inspiring an Unmotivated Team**

*Laura Walker, Claims Specialist, Social Security Administration*

*Michelle Felicetta, District Manager, Social Security Administration*

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### **Communicating Confidently During Disruption**

*Dr. Bill Brantley, President and Chief Learning Officer, Brantley Advanced Social Sciences Applications*