

Lesson 4: Introduction to AI for Workplace Productivity

Welcome to Project VIEW Softskills Development series: Introduction to AI for Workplace Productivity.

Imagine you have just joined an HR team.

It is Monday morning. Your manager sends you a job description, an Excel attendance sheet, notes from a staff meeting, and a PDF containing a chart from an employee survey.

Then comes the message:

“Can you help me make sense of this before our meeting this afternoon?”

A few years ago, that could have meant moving between several documents, manually organising notes, and perhaps asking someone else to describe visual information your screen reader could not interpret.

Today, you have another option.

You can bring Artificial Intelligence into the workflow.

Not to do your job for you. Not because AI is always correct. And not because every AI answer should be trusted.

You use AI because it can help you understand information, organise ideas, draft content, work with data, and reduce some of the friction between you and the task.

Generative AI can work with text, documents, images, audio, and data. You may encounter it through tools such as ChatGPT, Claude, Gemini, or workplace products such as Microsoft 365 Copilot. Model names and versions will keep changing. The important skill is not memorising the latest name. It is knowing what AI can help with, what it cannot be trusted to do alone, and how to check the result.

Let us look at three practical workplace uses.

The first is understanding information.

Suppose your manager sends you an image of an employee engagement chart. Your screen reader identifies an image, but it does not give you enough information to understand the data.

You can ask a multimodal AI system:

“Describe this chart. Give me the title, categories, values, overall trend, and any information you are uncertain about. Do not guess missing values.”

That prompt is useful because it tells the AI exactly what you need and also tells it not to invent information.

The response may help you understand that satisfaction increased in Learning and Development, remained stable in Recruitment, and declined in Operations.

That is valuable. But remember: the AI has interpreted the chart. It has not replaced the original data.

If those numbers are going into a report, check them against the source whenever possible.