

## Introduction

This activity is optional, but highly recommended to help you practice using AI tools. Regardless of whether you decide to complete or skip the activity, you will be able to progress through the course and earn a certificate.

To complete this activity, you'll fill out a template for practice. You don't need to upload or submit the template to complete this activity. Then, in the next course item, you'll compare your template to an exemplar for self-review.

## Activity details

### Activity Overview

In this activity, you'll use a conversational AI tool to help you draft an email. A **conversational AI tool** is a generative AI tool that processes text requests and generates text responses. After completing this activity, you'll be able to engage with a conversational AI tool to generate output that helps you effectively communicate in the workplace.

The skills you'll build through this activity will be useful in helping you accomplish daily work tasks faster. For example, you can use them when drafting status updates, project plans, meeting agendas and much more!

#### What you will do:

- Prompt Gemini to draft an email.
- Review the output.
- Provide follow-up requests.
- Reflect on your chat.

### Materials needed

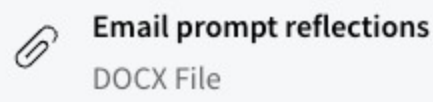
#### Email prompt reflections template

To use the template for this course item, click the following link and select **Use Template**.

Link to template: [Email prompt reflections](#)

OR

If you don't have a Google Account, you can download the template directly from the following attachment.



### Gemini

In this activity, you will use a conversational AI tool. You can do this in a browser-based tool like Gemini, ChatGPT, or Microsoft Copilot. Instructions in this activity will refer to Gemini, but you can use the conversational AI tool of your choice.

To access Gemini:

- Go to [gemini.google.com](#)
- Sign in to your personal Google Account.

Refer to the resource about how to [Create a Google Account](#), if you don't already have one. For further assistance signing into Gemini, please refer to [Gemini Apps Help](#).

**Note:** Before you use Gemini, review the following information:

- You must be over 18 years old to use Gemini.
- Review the [Gemini Apps Privacy Notice](#).
- Please don't enter private or confidential information in your Gemini conversations or any data you wouldn't want Google to use to improve its products, services, and machine learning technologies.
- Gemini is not available in certain countries and languages. For more details, refer to documentation about [Where you can use the Gemini web app](#).
- Feedback from a wide range of experts and users helps Gemini improve every day. So when you try Gemini, you can provide feedback using the thumbs up or thumbs down button—with the option to further explain in a comment.

### Scenario

Review the following scenario. Then complete all of the steps.

You manage a sales team that just successfully completed a high-stakes project that brought in a major client. You want to send an email thanking your team for all their hard work and dedication to the project. With limited time on your schedule, you've decided to use a conversational AI tool to help you draft the message.

## Step 1: Prompt Gemini to draft an email

Generative AI tools like Gemini need to be prompted before they can respond. A **prompt** is text input that provides instructions to an AI model on how to generate output.

You can prompt Gemini using natural language in the form of text or speech. There are a variety of ways that you might phrase a prompt. Generally, your prompt should provide Gemini with clear and specific instructions that will guide it towards generating useful output. For example, you can try one of these prompts or something similar:

- *I need to thank a team of people who've gone above and beyond. Give me a draft.*
- *Write an email to thank the sales team for their hard work on a project.*

Enter a prompt into Gemini that will generate a sincere email thanking your team. Copy your prompt and paste it into the **Prompt** section of the **Email prompt reflections** template. Then, copy the output and paste it into the **Output** section of the template.

## Step 2: Review the output

A critical step when using AI tools is reviewing their output. The output in response to your prompt might be too general or lack the details required for your specific needs. This can occur when prompts are unclear, unspecific, or lack contextual information.

For example, suppose the tone of the email is too formal and you'd prefer something a little more relaxed to match your style. Or perhaps the message is generic and could be more personalized by mentioning specific project milestones.

Reflect on how well the AI-generated email achieves your goal of thanking the sales team. In the **Notes** section of the **Email prompt reflections** template, list at least three ways that the output meets your needs. Then, list at least three ways that the output should be adjusted to better meet your needs. You may also want to comment on how your prompt affected the output.

## Step 3: Provide specific follow-up requests

Engaging in a back-and-forth dialogue with Gemini can lead to more useful output. Follow-up requests assist Gemini in producing content that better aligns with your specific needs.

Refer to the lists that you made in the **Notes** section during Step 2.

Then, in Gemini, enter additional prompts. These prompts should contain requests to adjust the output to better meet your needs. For example, if you feel the email is too long, you can ask it to make it more concise. Or, if you want to adjust the content of the email, you could add a prompt that asks Gemini to remove specific details or asks it to include other details.

## Step 4: Reflect on your chat

Consider what you learned by prompting Gemini or another conversational AI tool to generate an email. Understanding the capabilities and limitations of AI can help you make informed decisions about how you can incorporate it into your work.

In the **Observations** section of the **Email prompt reflections** template, write 3–5 sentences discussing your observations about using a conversational AI tool to draft an email. Consider questions such as:

- What surprised you most about your chat with the conversational AI tool?
- What types of emails do you often write in your work? For example, do you regularly write emails that give status updates, promote products, or request information? Could you leverage a conversational AI tool when writing these?
- What types of documents do you regularly create? For instance, do you create meeting agendas, reports, or blog posts? Could you leverage a conversational AI tool for any of these?
- Are there any other ways a conversational AI tool might help you in your work?

## Pro tip: Save the template

Finally, be sure to save a copy of the template you used for this activity. You don't need to upload your template to complete this activity. You can use it for further practice or in your professional projects. These templates will help you work through your thought processes.

### What to Include in Your Response

Be sure to address the following components in your completed activity:

- In the **Prompt** section, include the initial prompt.
- In the **Output** section, include the initial output.
- In the **Notes** section, include a thoughtful evaluation of the conversational AI tool's output. List three ways that the output meets the needs of the task, such as its kind tone and its thoroughness. Also list three ways the output should be adjusted, such as by making the email more concise.

In the **Observations** section, include 3–5 sentences with observations about using a conversational AI tool to draft an email. For example, the reflection might suggest that it is easy to interact with the tool in a conversational way or that a potential workplace application is drafting other written content with the tool.

1. Did you complete this activity?

1 point

- Yes
- No