



NATIONAL INSTITUTE ON ARTIFICIAL INTELLIGENCE IN SOCIETY

<http://csus.edu/ai>



Business writing with AI

Using AI for business communication will save 50-90% of time on most tasks.

What works

1. **Rich Prompts:** Provide detailed, context-rich prompts to the AI. Include specific ideas, examples, desired tone and style. The better the prompt, the better the output.
2. **Iterative Refinement:** Use the AI's output as a starting point. Refine and polish the text through multiple iterations, providing feedback to the AI at each stage.
3. **Recycling Text:** Feed the AI with relevant pre-existing text (e.g., website content, previous emails) to provide context and ensure consistency in style and tone.
4. **Sloppy Jotting:** Quickly jot down rough ideas and key points, then ask the AI to expand and refine them into coherent text. This is especially useful for overcoming writer's block.
5. **Dictation and Transcription:** Dictate your thoughts, then use the AI to generate written text. This bridges the gap between spoken and written language. Alternatively, record a conversation where you discuss what needs to be written down in a memo or another document.

Ethics

6. **Human Touch, Human responsibility:** Always review and edit AI-generated text before sending or publishing. Maintain your unique voice and ensure the content aligns with your intent. You are responsible for everything you release; blaming AI for errors does not work.
7. **Transparency:** Be open about your use of AI tools, especially when working collaboratively. Ask permission to record conversations.
8. **Privacy:** Be cautious about sharing sensitive or confidential information with AI tools.

Use cases

1. **Drafting Emails, Memos, Letters:** Provide key points and desired tone, let the AI craft the initial draft.
2. **Generating Reports:** Supply relevant data and outline, ask the AI to fill in the details and create a coherent narrative.
3. **Responding to Inquiries:** Feed the AI with context (e.g., FAQ pages), then use it to draft responses to specific questions.

Getting started

1. ChatGPT, Claude, MS Co-pilot, Gemini; all provide similar level of support.
2. No special training is needed, just write your next document with AI. You will intuitively understand what works. Increase complexity as you feel more comfortable with the technology.
3. Share your experiences and best practices with colleagues.

March 30, 2024. Please note: all NIAIS recommendations are living documents. We improve them as we receive feedback from users. Save the link, not the document.