

How to Leverage AI

Job Aid



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Promising Practices and Responsible Use

Promising Practices

Start with a clear goal	Provide context
Before prompting AI, identify: • What do you want to accomplish? • Who is the audience? • What format you need (email, report, summary, etc.) • The desired tone (professional, friendly, plain language) Example: Draft a follow-up email to an employer after a hiring event. Use a professional, appreciative tone and keep it under 200 words.	The more context you provide, the more useful the response. Include: • Background information • Job announcement • Existing document • Organizational template • Writing sample Example: Using the notes below, draft a one-page weekly report for my supervisor summarizing employer outreach, veteran services provided, accomplishments, challenges, and next steps.

Use AI as your first draft	Refine through conversation
AI can help you: • Overcome writer's block • Organize ideas • Generate outlines • Improve grammar and readability • Tailor context for different audiences Always make the final product your own.	Don't stop after the first response. Ask AI to: • Make it shorter • Use plain language • Add bullet points • Change the tone • Include examples • Rewrite for a different audience

Build a prompt library	
Save prompts that work well. Examples: • Weekly reports • Employer outreach emails • Resume tailoring • Meeting summaries • Interview questions • Plain language revisions	

Responsible Use

Always follow your organization or state's AI and data security policies.

Protect sensitive information	Verify before you trust
Do not enter: • Personally identifiable information (PII) • Protected health information (PHI) • Confidential case information • Sensitive employer or agency data	AI can make mistakes, even when responses sound convincing. Always: • Verify facts • Check citations • Confirm policy references • Review calculations • Compare against official guidance

Keep humans in the loop	Follow your organizational policies
Use AI to support, not replace professional judgement. People should make decisions involving: • Eligibility • Case management • Compliance • Legal interpretation • Ethical considerations	Know your organization's guidance on: • Approved AI tools • Data security requirements • Records management • Acceptable uses of AI • Disclosure requirements



Before your click “send” ask yourself:

- ☐ Is the information accurate?
- ☐ Did I remove confidential information?
- ☐ Does this reflect my professional judgement?
- ☐ Does it align with my organization's policies?
- ☐ Does it sound like me (or my organization)?
- ☐ Would I be comfortable sharing how this content was created?



AI Prompt Formula

Role + Task + Context + Audience + Tone + Format + Constraints

Example: *Act as a veteran employment specialist. Draft a follow-up email to an employer after a hiring event. Use a professional and appreciative tone, keep it under 200 words, invite the employer to schedule a follow-up meeting, and match the writing style of the attached template.*



Remember!

Use AI to save time on routine tasks so you can spend more time doing what only people can do: building trust, exercising professional judgment, and providing personalized support to veterans.

Practical Use Cases

Administration Efficiency

Task	How AI Can Help	Example Prompts
Draft emails	Create professional emails, follow-ups, reminders, or responses	<i>Draft a professional follow-up email to an employer who attended our hiring event. Thank them for their participation, summarize the discussion, and invite them to schedule a follow-up meeting next week.</i>
Summarize meetings	Turn meeting notes into concise summaries with action items	<i>Summarize the following meeting notes into key discussion points, decisions made, and next steps. Organize the output using bullet points.</i>
Weekly reports	Draft accomplishments, highlight outcomes, and organize activities	<i>Using the notes below, create a one-page weekly activity report summarizing employer outreach, veteran services provided, accomplishments, challenges, and priorities for next week.</i>
Organize and prioritize tasks	Create to-do lists and prioritize work based on urgency and importance	<i>Based on the following list of tasks, prioritize them by urgency and impact. Create a schedule for completing them this week and identify any tasks that can be delegated or completed together.</i>
Case notes from meeting summaries	Convert notes into professional, objective case documentation	<i>Using the meeting summary below, draft objective case notes suitable for the client's file. Include services discussed, actions taken, referrals made, follow-up steps, and omit unnecessary details. Do not include assumptions or opinions.</i>

Communication and Content Development

Task	How AI Can Help	Example Prompts
Plain language	Simplify technical, legal, or policy language so it is easier to understand	<i>Rewrite the following guidance in plain language for veteran job seekers. Keep the meaning the same, use everyday language, and limit the reading level to approximately 8th grade.</i>
Adjusting tone	Adapt the same message for different audiences (e.g., veterans, employers, supervisors, or partners).	<i>Rewrite this email in a warm, encouraging tone for a veteran who is beginning their job search. Keep it professional, supportive, and concise.</i>
Creating outreach materials	Draft flyers, social media posts, newsletters, workshop descriptions, or event invitations	<i>Create a one-page flyer promoting an upcoming hiring event for veterans. Include a compelling headline, key event details, benefits of attending, and a call to action. Use plain language and an inviting tone.</i>
Reports and documentation	Improve clarity, organization, and readability while preserving the original meaning	<i>Edit the following report for grammar, organization, and readability. Preserve the original content, use clear headings, and make recommendations more action-oriented.</i>
Maintaining organizational voice	Generate content that matches your organization's writing style and branding	<i>Using the writing sample below as a model, rewrite this communication to match our organization's professional, supportive, and customer-focused tone. Maintain consistent terminology and formatting.</i>

Supporting Veterans in Career Services

Task	How AI Can Help	Example Prompts
Resume development	Tailor resumes to specific job announcements, highlight relevant skills and accomplishments	<i>Review the veteran's resume and the job announcement below. Suggest revisions that better align the resume with the position, highlight transferable skills, and improve readability. Do not add experience that is not supported by the resume.</i>
Cover letter drafting	Create customized cover letters connecting military experience to employer needs	<i>Draft a one-page cover letter for a veteran applying for this position. Explain how their military experience and transferable skills make them a strong candidate. Use a professional and confident tone.</i>
Translating military experience	Convert military terminology into civilian language employers understand	<i>Rewrite the following military duties using civilian language appropriate for a resume. Emphasize leadership, project management, teamwork, customer service, technical skills, and measurable accomplishments where possible.</i>
Mapping military skills	Identify civilian occupations that align with military experience and transferable skills View this example spreadsheet for translating military experience using AI research, shared by Chris Mills from MassHire.	<i>Based on this veteran's military occupation and experience, identify comparable ONET occupations. Describe how their military skills transfer to each occupation and recommend any additional skills or certifications that may strengthen their qualifications.</i>
Interview preparation	Develop interview questions and practice strong responses	<i>Using the attached job description, generate 10 interview questions that are likely to be asked. Include guidance for answering each question using the STAR (Situation, Task, Action, Result) method.</i>

Task	How AI Can Help	Example Prompts
Mock interview practice	Simulate an interviewer and provide constructive feedback	<i>Act as the hiring manager for the attached position. Conduct a mock interview by asking one question at a time. After each response, provide constructive feedback and suggest ways to improve the answer before moving to the next question.</i>
Career exploration	Explore career paths that align with a veteran's interests, skills, and experience	<i>Based on the veteran's background below, recommend five civilian careers that match their skills and interests. For each career, explain why it is a good fit, describe typical job duties, identify required qualifications, and provide information about employment outlook and salary.</i>

Program and Policy Support

Task	How AI Can Help	Example Prompts
Drafting SOPs and procedures	Develop or update standard operating procedures using existing policies and templates	<i>Using the policy excerpts below, draft a SOP for conducting employer outreach. Organize the SOP into Purpose, Scope, Responsibilities, Procedures, and Required Documentation. Use clear, plain language.</i>
Reviewing documents for compliance	Compare documents against policies, regulations, or guidance to identify gaps or inconsistencies	<i>Review the attached SOP against the requirements in VPL XX-XX. Identify any sections that are missing, inconsistent, or may require updates. Provide recommendations for improvement and cite the applicable policy sections when possible.</i>
Creating consistent report formats	Develop standardized templates for recurring reports and documentation	<i>Create a standardized quarterly report template that includes accomplishments, performance metrics, challenges, corrective actions, upcoming priorities, and recommended next steps. Format the report using clear headings and bullet points.</i>
Generating actionable feedback from guidance documents	Summarize lengthy guidance into practical recommendations and action items	<i>Review the attached guidance document and summarize the key requirements. Create a checklist of required actions, recommended best practices, implementation considerations, and potential compliance risks for staff.</i>