

Practical AI for Frontline Workforce Staff



Safer, Smarter Workflows for Everyday Frontline Work
A Practical Guide from IAWP | 5 Workflows You Can Start Using Today

Who This Guide Is For



This guide is for frontline workforce professionals: employment specialists, case managers, career coaches, job developers and business services representatives, re-employment and unemployment insurance staff who assist customers, intake and eligibility workers, youth and adult program specialists, vocational rehabilitation counselors, and anyone who works directly with jobseekers or employers.

The goal is simple:

Help you do the work you already do—customer notes, resumes, emails, explanations, and planning—

Faster, clearer, and more consistently,

Without risking client privacy or breaking organization rules.

- ☐ AI should feel like a quiet assistant in the background, not one more thing to worry about.

In this guide, "customer" can mean a jobseeker, claimant, student, or employer—whoever you serve in your role.



Quick Start: Three Things to Try This Week

If you only do three things with AI this week, try these:

01

Turn one rough set of customer notes into a clear narrative.

After a customer interaction (jobseeker, claimant, employer), paste your de-identified bullet notes into your AI tool. Use the notes prompt from this guide. Edit and paste the result into your system.

02

Rewrite one dense explanation into plain language.

Take a program description, letter, email, or flyer that customers struggle with. Use the plain-language prompt. Compare before/after and share with your team.

03

Draft one follow-up email after an appointment or call.

Use your notes from the interaction and the follow-up email prompt. Edit tone and details, then send.

If these three feel helpful, you've already started building real, repeatable AI workflows.

Why This Guide, and Why Now

AI is already in the building.

Recent global surveys from Microsoft and LinkedIn show that about three out of four employees are now using generative AI at work, and overall usage has roughly doubled in just a few months. At the same time, around four in five AI users are "bringing their own AI" tools rather than using anything official, and more than half say they're reluctant to admit using AI on important tasks because they worry it will make them look lazy or replaceable.

In other words: lots of AI use, but mostly individual, informal, and shallow—not built into clear workflows or supported by training.



Research on AI "power users" shows that the biggest gains go to people who rebuild parts of their day around AI, using it for structured workflows rather than just quick one-off help, and who also have role-specific guidance and leadership support.

Frontline and shift workers in particular say they want help. In a large survey of frontline workers, nearly half didn't realize AI was already managing parts of their jobs (like scheduling), yet 81% said they wanted proper AI training from their employer.

This guide is designed to help move from casual AI dabbling to a small set of safe, repeatable workflows that:

- fit your organization's rules,
- genuinely save time, and
- improve the quality and clarity of service for customers and employers.

It's not about turning frontline staff into AI experts. It's about making common, everyday tasks easier and more effective.

How to Use This Guide



You can use this guide in three ways:

Quick Start (15–30 minutes)

Read the Quick Start section and try one workflow today.

Skill Builder (1–2 hours)

Work through all five workflows and the practice exercises.

Team Resource

Supervisors or trainers can use this as a base for a workshop or local playbook. Pick one to three workflows to pilot in your office, then build from there.

You do not have to use everything. Even one or two solid workflows can make a real difference.

What's Inside This Guide

Quick navigation to help you find what you need

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Foundation & Setup

- Who This Guide Is For
- Why This Guide, and Why Now
- Before You Start: Your Organization's Rules Come First
- What AI Is (In Plain Language)
- Safety Basics for Frontline Staff
- The Frontline AI Mindset

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The 5 Core Workflows

1. Customer Notes: Rough Notes to Clear Narrative
2. Plain-Language Explanations of Programs and Processes
3. Resume and Letter Help from Messy Work History
4. Follow-Up Emails After Appointments, Calls, and Events
5. From Situation to Strategy ("Thinking Partner")

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Essential Resources

- Quality Checklist: Is This Output Ready to Use?
- Quick Reference: Copy-Paste Prompts
- When AI Gets It Wrong: Troubleshooting Guide
- How to Tell If a Workflow Is Worth Keeping
- Your Next Step: Start Today

📖 New to AI? Start with 'Quick Start: Three Things to Try This Week' for immediate action steps.

Before You Start: Your Organization's Rules Come First

This guide shows what's possible. Your organization decides what's permitted.

Some organizations already have approved AI tools and written policies.

Others do not allow staff to use public tools like ChatGPT at all.

Always:

- Use only the AI tools your organization has approved.
- Follow your local privacy, security, and documentation rules.
- If you're not sure what's allowed, ask your supervisor or IT/security before using any AI tool.

❏ If a section in this guide conflicts with local rules, the local rules win.



What AI Is (In Plain Language)

In this guide, "AI" means tools like ChatGPT: chat-based assistants you can talk to in normal language.

You can think of AI as:

- A very fast writing helper
- Good at drafting, summarizing, rewording, and organizing information
- Able to follow instructions you give it in plain English

It is not:

- Always correct
- A replacement for your policies, laws, or program rules
- A substitute for your professional judgment and ethics



The mindset to keep:

AI gives me a first draft and ideas. I am responsible for what I send, file, or say.

Safety Basics for Frontline Staff



Even with approved tools, some basics always apply:

Do not paste live personally identifiable information into public tools

Full names with SSNs, dates of birth, addresses, phone numbers, medical details, case or claim numbers, or similar details.

When using a secure, internal AI tool

Follow its data rules and your **organization's** policy.

If in doubt, anonymize:

Say "a customer with childcare and transportation barriers"

Instead of "Maria Lopez, claim #12345, who lives at 123 Oak Street..."

Use AI to work on:

- Wording
- Structure
- Explanations
- Ideas and planning

Not on moving raw confidential data around.

☐ If something feels risky to paste, don't paste it.



The Frontline AI Mindset

Using AI well is more about habits than tricks.

Three habits that matter:



Be specific about the task

Tell AI exactly what you want: type of document, audience, goal, and length.



Name the audience

Jobseeker, claimant, employer, partner, supervisor, or board—AI will write differently for each.



Work in short steps

Don't ask for everything at once.

Try:

First: "Help me outline this."

Then: "Draft a first version."

Finally: "Make it shorter / clearer / friendlier."

You are still doing the thinking. AI is doing the typing and formatting.

Where AI Is Most Helpful in Frontline Work

Look at your week. Common activities include:

- Meeting or speaking with customers (jobseekers, claimants, employers)
- Writing notes in your system
- Helping with resumes, applications, or forms
- Explaining programs, requirements, and next steps
- Emailing or messaging customers and employers
- Preparing workshops, orientations, or job fair materials

AI is especially helpful when a task:

- Involves a lot of words (notes, emails, descriptions, letters)
- Is repeated over and over
- Has a clear idea of what "good" looks like

Those are perfect candidates for AI-assisted workflows.

In this guide, we focus on five:

1. Customer interaction notes and documentation
2. Plain-language explanations of programs and processes
3. Resume and letter support for jobseekers
4. Follow-up emails after appointments, calls, and events
5. "Situation to strategy" planning for complex cases



Workflow 1 – Customer Notes: Rough Notes to Clear Narrative

Who this helps:

Case managers, ES/JS staff, intake and eligibility workers, UI/re-employment staff, VR counselors, youth/adult program specialists—anyone who has to document customer interactions.

Purpose

Help you write clean, consistent notes faster, without losing important details.

When to use it

Right after a customer interaction (in-person, phone, video), when you have rough notes and need a final entry.



How AI helps

You paste your de-identified bullet notes into your AI tool and ask it to:

- Turn them into a short, professional note
- Organize them by topics and next steps

Example prompt (adapt for your policies)

I work on the frontline in a public workforce program. Here are my rough notes from an interaction with a customer. Please turn them into a concise note in neutral, professional language.

Include today's date.

Summarize the main topics discussed.

Note progress since the last contact.

List agreed action steps and who is responsible.

Keep it under 200 words.

Rough notes: [paste bullet notes here – no direct identifiers in public tools]

Your check before saving

- Are facts and dates correct?
- Are next steps accurate and complete?
- Is the tone appropriate and neutral for your system?
- Does it meet your organization's standards?

Practice exercise

Take old notes from a past (non-sensitive) scenario, run them through this prompt, and compare AI's version to what you originally wrote.

Workflow 1 – Real Example

Before and After: Customer Notes

Your Rough Notes (Before)

- met w/ Sarah T today 3/15
- looking for work, has gaps
- worked retail 2019-2020 then stopped bc childcare
- now kids in school, ready to work again
- interested in healthcare maybe CNA
- needs resume help
- transportation ok
- follow up next week re: training options
- check if eligible for support services

AI-Generated Note (After)

March 15, 2025

Met with customer to discuss employment goals and barriers. Customer has prior retail experience (2019-2020) and left workforce due to childcare responsibilities. Children are now school-age and customer is ready to return to work.

Customer expressed interest in healthcare sector, specifically Certified Nursing Assistant roles. Identified needs include resume development and information about training programs.

Transportation is not a barrier. Customer has reliable access.

Next steps:

- Staff: Research CNA training options and eligibility for support services
- Customer: Gather prior work documentation for resume
- Follow-up appointment: Week of March 22

📌 Time saved: 15 minutes of writing → 2 minutes of editing

Workflow 2 – Plain-Language Explanations of Programs and Processes

Who this helps:

Everyone who explains programs, rules, and processes—front desk, intake, case management, UI staff, VR, youth staff, business services (for explaining incentives to employers).

Purpose

Make complex rules and programs understandable so customers know what to do.

When to use it

Any time you're explaining eligibility, requirements, deadlines, payments, or steps that confuse people.

How AI helps

You paste a block of official text or your own rough explanation and ask AI to:

- Rewrite it into clear, plain language
- Focus on what the person needs to know and do

Example prompt

Rewrite the following explanation so a customer with about an 8th-grade reading level can understand it.

Use short sentences and short paragraphs.

Avoid jargon and acronyms where possible, or explain them in simple words.

Emphasize what the person needs to do and any key deadlines.

Keep the tone respectful, clear, and encouraging.

Text: [paste the official text or your draft explanation]

Your check before using

- Is it still accurate to policy and law?
- Are any important conditions, limits, or warnings missing?
- Does it reflect how your organization actually operates?



Practice exercise

Pick one confusing flyer, letter, or email you've used before. Run it through this prompt and compare the two versions with a colleague: which would a customer understand more easily?

Workflow 2 – Real Example

Before and After: Plain Language Explanation

Official Text (Before)

Claimants must report all work search activities during each weekly certification period. Failure to complete the minimum required number of valid work search activities as defined in Section 207.049(4), F.S., may result in disqualification of benefits for that week. Work search activities must be verifiable and documented in the state's online system within 14 calendar days of the weekly claim.

AI Plain-Language Version (After)

What you need to do each week:

1. Look for work. You must complete at least 5 work search activities every week you claim benefits.
2. Keep records. Write down what you did: company name, date, type of activity (like applied for a job, went to an interview, or attended a job fair).
3. Enter it online. Log in to the state website and enter your work search activities. You have 14 days to do this after you file your weekly claim.

What happens if you don't: If you don't complete enough work search activities, you may not get paid for that week.

Need help? Ask staff at your local career center. We can show you what counts and how to enter it.

Workflow 3 – Resume and Letter Help from Messy Work History



Who this helps:

Employment specialists, job coaches, case managers, youth staff, VR counselors—anyone helping jobseekers with resumes, cover letters, or basic employment documents.

Purpose

Help jobseekers turn "I just worked wherever I could" into a clear, respectful resume and related documents.

When to use it

When a jobseeker struggles to describe their experience or has non-traditional work history.

How AI helps

You take your notes about their work history and ask AI to:

- Turn them into resume-style bullet points
- Emphasize skills for a specific target job or industry
- Draft simple cover letter text you can refine

Example prompt

I'm helping a jobseeker build a resume. I'll paste notes about their work history. Please:

Turn this into resume-style bullet points.

Emphasize skills relevant to [target job or industry].

Use clear, honest language and do not exaggerate.

Work history notes: [paste your notes here]

You can follow up with:

Now draft a simple cover letter paragraph this jobseeker could adapt for [target job]. Keep it short, clear, and sincere.

Your check (ideally with the jobseeker)

- Is every bullet point true?
- Is anything too personal or inappropriate for a resume or letter?
- Does the language still feel like it fits the person and their comfort level?

Practice exercise

Take one difficult past resume case (de-identified), write notes as if you were meeting them today, and see what AI suggests. Use that to discuss with colleagues how you would adjust it.

Workflow 3 – Real Example

Before and After: Resume Bullets

Your Notes from Conversation (Before)

Customer worked at a warehouse 2021-2023, did picking and packing, also trained new people, helped with inventory counts, sometimes covered for supervisor when they were out, good attendance, left because place closed

AI-Generated Resume Bullets (After)

Warehouse Associate | ABC Distribution Center | 2021–2023

- Picked, packed, and prepared orders for shipment in high-volume distribution environment
- Trained and mentored new team members on safety procedures and workflow processes
- Assisted with monthly inventory counts and reconciliation
- Provided backup supervision during manager absences, ensuring smooth daily operations
- Maintained excellent attendance record throughout employment

Follow-Up: Cover Letter Paragraph

❏ I am writing to express my interest in the Warehouse Associate position. In my previous role at ABC Distribution Center, I gained two years of hands-on experience in order fulfillment, inventory management, and team training. I am a reliable team member with strong attention to detail and a proven track record of excellent attendance. I am eager to bring my skills and work ethic to your team.

❏ Customer reviews and approves before using

Workflow 4 – Follow-Up Emails After Appointments, Calls, and Events

Who this helps:

Anyone who follows up with customers or employers—case managers, job developers, UI staff, VR counselors, workshop facilitators, business services reps.

Purpose

Make sure customers leave interactions with clear written next steps, without you spending 20 minutes composing each message.

When to use it

After one-on-one appointments, group workshops, orientations, employer visits, job fairs, or important phone calls.

How AI helps

You paste brief notes about what happened and ask AI to:

- Draft a short, friendly recap email or message
- List next steps and deadlines clearly

Example prompt – jobseeker or claimant

Draft a short, friendly follow-up email to a customer after today's appointment. Include:

A brief thank you for meeting or talking.

A short recap of what we discussed.

A list of their next steps with any deadlines.

A reminder of how to contact me if they have questions.

Notes from the interaction: [paste your notes here]

Example prompt – employer

Draft a short, professional follow-up email to an employer after our conversation today. Include:

A thank you for their time.

A brief recap of their hiring needs.

What I agreed to do next.

Anything I need from them, with timelines.

Notes from the interaction: [paste your notes here]

Your check before sending

- Are all dates, locations, and tasks correct?
- Does the tone fit this person and your office?
- Is there anything too personal or sensitive that should be edited?



Practice exercise

Use this with a real appointment or call today. Compare how long the message would have taken you to write from scratch vs. editing the AI draft.

Workflow 4 – Real Example

Before and After: Follow-Up Email

Your Notes from Conversation (Before)

Workshop today - 12 people - resume basics - covered formatting, action verbs, how to handle gaps - homework is to draft their own resume - office hours Friday 2-4pm if they need help - reminded them about job fair next Thursday

AI-Generated Email (After)

Subject: Follow-Up from Today's Resume Workshop

Hi everyone,

Thank you for attending today's Resume Basics workshop! It was great to see 12 of you working on building stronger resumes.

Here's what we covered:

- Resume formatting and structure
- Using strong action verbs
- Addressing employment gaps honestly

Your next step:

Draft your own resume using what we discussed today. Don't worry about making it perfect—just get your information down.

Need help?

I'm holding office hours this Friday, March 17, from 2:00–4:00 PM. Drop in if you'd like feedback on your draft.

Reminder:

Our Spring Job Fair is next Thursday, March 23, from 10:00 AM–2:00 PM. Bring copies of your resume!

Questions? Reply to this email or call me at [your number].

[Your name]

📌 Time saved: 20 minutes → 3 minutes

Workflow 5 – From Situation to Strategy ("Thinking Partner")

Who this helps:

Case managers, re-employment staff, VR counselors, youth staff, and any frontline worker helping customers with complex, multi-issue situations.

Purpose

Help you think more clearly about complex situations and possible paths forward, without replacing your judgment.

When to use it

When a customer has multiple barriers (gaps, childcare, justice involvement, health issues, housing instability) and you want a more organized way to consider options.



How AI helps

You describe the situation at a high level and ask AI to:

- Suggest a few possible strategies
- Break each strategy into steps and barriers

Example prompt (keep it general; no identifiers in public tools)

I work on the frontline in a public workforce program. I'll describe a customer's situation in general terms. Please suggest 3–4 possible strategies for moving them toward more stable employment. For each strategy, list:

the main idea,

a few concrete short-term steps,

potential barriers to watch for.

Situation: [describe the situation generally]

Your role

- Throw away anything that doesn't fit your programs, community, or ethics.
- Keep anything that sparks a useful idea.
- Turn one or two good ideas into a real plan with the customer.

☐ Practice exercise

Take a fictional or de-identified complex case. Run this prompt and use it with coworkers to discuss which strategies you would actually use and why.

Workflow 5 – Real Example

Before and After: Thinking Partner

Your Situation Description (Before)

Customer is 24, has GED, worked fast food and retail on and off, has 2-year-old child, no childcare right now, living with family but situation is unstable, interested in 'something better' but not sure what, no transportation, some anxiety about interviews

AI-Generated Strategy Options (After)

Strategy 1: Immediate Income + Stability Foundation

Main idea: Focus on remote/flexible work while building childcare and housing stability

Short-term steps:

- Explore remote customer service positions (many offer flexible hours)
- Connect with childcare assistance programs
- Assess eligibility for supportive services (transportation, emergency assistance)

Potential barriers:

- Limited computer skills, internet access, competition for remote roles

Strategy 2: Skills Training with Wraparound Support

Main idea: Enroll in short-term training with built-in support services

Short-term steps:

- Identify training programs with childcare assistance (CNA, IT certificates, etc.)
- Apply for programs that provide stipends or support during training
- Work with housing counselor on stability plan

Potential barriers:

- Wait lists for programs, training schedule conflicts, housing instability may disrupt attendance

Strategy 3: Gradual Workforce Re-entry

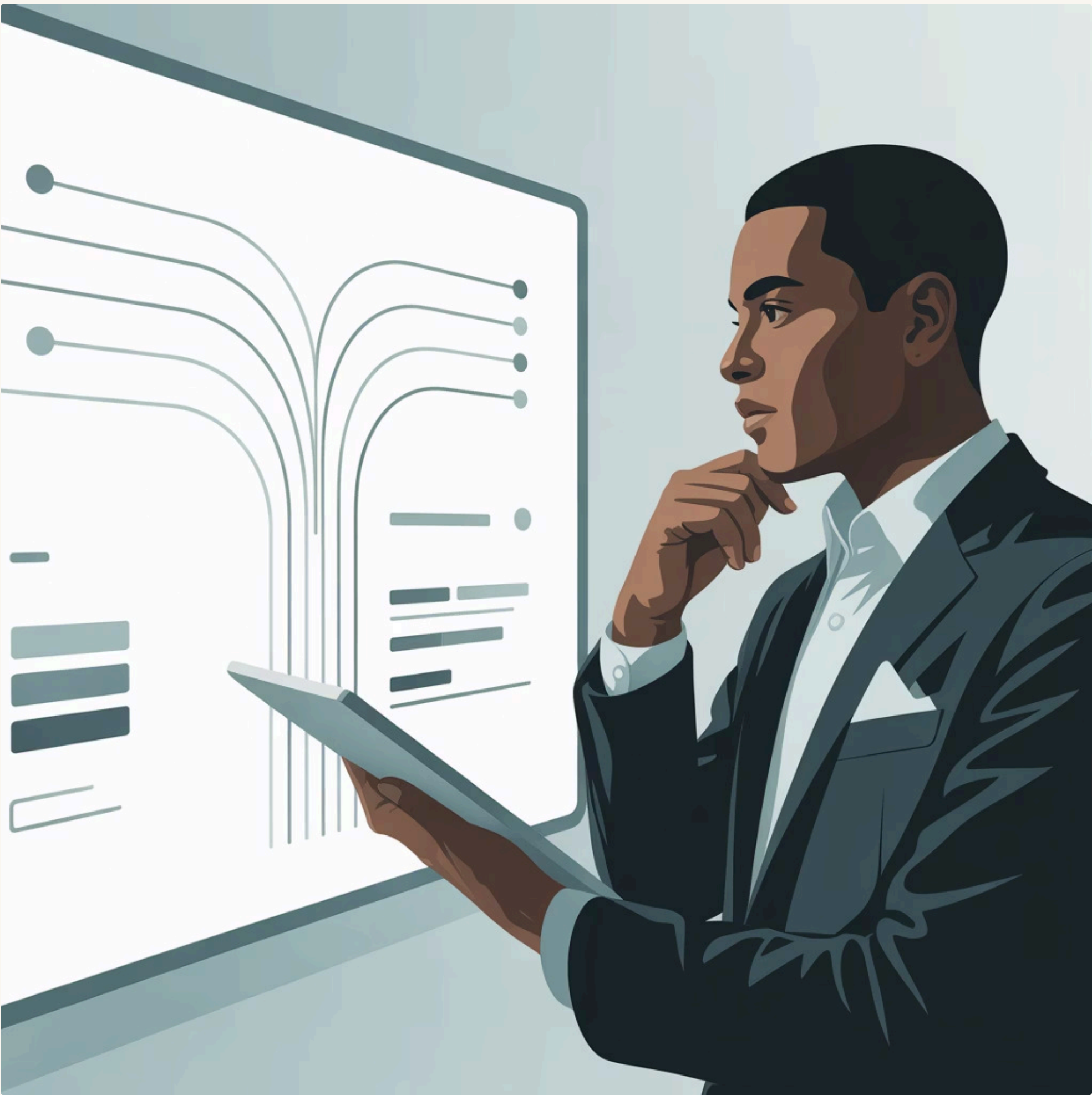
Main idea: Part-time work + skill building + confidence building

Short-term steps:

- Seek part-time roles with flexible scheduling (evenings/weekends when family can help with childcare)
- Enroll in free online skill-building (digital literacy, customer service)
- Practice interview skills through mock interviews

Potential barriers:

- Limited part-time opportunities, lower income may not meet needs, anxiety may require additional support



Your Next Step

- ☐ Review these with the customer. Which resonates? What's missing? Build the actual plan together based on their priorities and your available resources.

How to Tell If a Workflow Is Worth Keeping

A workflow is worth it if it helps you in real life, not just in a training.



For each AI workflow, ask:

1

Am I actually using it?
Did it show up in my work this week?

2

Does it save time?
Are notes, emails, resumes, or explanations faster than before?

3

Is quality at least as good, or better?
Are things clearer, more consistent, or easier for customers and employers to understand?

If the answer is "no, not really" for all three:

- The prompt might need to be simpler.
- The workflow might not fit your job.
- Or it may be one to drop and replace with a better idea.

You don't need twenty workflows. You need a small set you actually use.

A Simple Workflow Card You Can Reuse

You can track each workflow on a single "card." Here's a template you can copy and reuse:



- ☐ **Workflow Name:** (Example: Customer Notes Assist; Employer Follow-Up Assist)
- Purpose (1–2 sentences):** What this helps you do.
- When to Use It (Trigger):** What event tells you, "Use this now"?
- Steps (Short):** 1. 2. 3.
- Guardrails:** What to be careful about (privacy, policy, tone).
- Signs It's Working:** How you'll know this workflow is worth keeping (time saved, quality, fewer backlogs, customer clarity, fewer complaints, etc.).

You can print this as a one-page template or keep it digitally. Over time, your office will have a small set of trusted workflow cards.

Getting Started in Your Center

A step-by-step pilot approach:



01

Pick one workflow from this guide that fits your local rules and frontline roles.

02

Try it with a small group of staff for two to four weeks.

03

Collect quick feedback: What worked? What felt awkward? Any policy, privacy, or customer concerns?

04

Adjust the prompt and guardrails.

05

Turn it into a workflow card and add it to your local playbook.

06

Repeat with the next workflow.

This one-at-a-time approach builds skill and confidence without overwhelming anyone.

Common Questions About AI in Frontline Work

Here are answers to some common questions about integrating AI tools into frontline work, addressing common concerns and practical considerations:

Q: What if my organization doesn't allow AI tools yet?

A: Start by learning the concepts in this guide. When your organization does approve AI tools, you'll be ready to implement immediately. In the meantime, focus on understanding the workflows and identifying where AI could help in your role. You can also advocate for pilot programs by sharing this guide with leadership.

Q: How long does it take to learn these workflows?

A: Most staff can try their first workflow in 15 minutes. Becoming comfortable with 2-3 workflows typically takes 2-4 weeks of regular use. You don't need to master all five—pick the ones that fit your daily work.

Q: Can I use free AI tools or do I need paid versions?

A: Many free AI tools (like ChatGPT's free tier) work well for these workflows. However, always check your organization's policy first. Some organizations require specific approved tools or paid enterprise versions for security and compliance reasons.

Q: What if I make a mistake or AI gives me wrong information?


A: This is why you always review and edit AI output before using it. Think of AI as a first draft generator, not a final answer. Use the Quality Checklist in this guide before saving or sending anything AI-generated.

Q: Will using AI make me look lazy or replaceable?

A: No. Using AI effectively makes you more efficient and valuable. You're still doing the thinking, judgment, and human connection—AI just handles repetitive writing tasks. Organizations increasingly value staff who can work smarter with new tools.

Q: Do I need to be "tech-savvy" to use these workflows?

A: Not at all. If you can type an email, you can use these AI workflows. The tools are designed to understand normal conversational language—no coding or technical skills required.

 Have more questions? Connect with your local AI champion or training coordinator.

Quality Checklist: Is This Output Ready to Use?

Use this before saving or sending AI-generated content



1

Accuracy Check

- ☒ All facts, dates, and names are correct
- ☒ No invented or assumed information
- ☒ Numbers and deadlines match my notes

2

Privacy & Policy Check

- ☒ No confidential information included
- ☒ Follows my organization's documentation standards
- ☒ Meets legal and regulatory requirements
- ☒ Appropriate tone for official record

3

Quality Check

- ☒ Clear and easy to understand
- ☒ Complete—nothing important is missing
- ☒ Appropriate length for purpose
- ☒ Sounds professional but human

4

Customer-Focused Check (for customer-facing content)

- ☒ Respectful and encouraging tone
- ☒ Action steps are clear
- ☒ Customer would understand what to do next
- ☒ Reflects customer's actual situation and words

☐ **If you can't check all the boxes, edit the output or start over. Never use AI output without reviewing it first.**

Quick Reference: Copy-Paste Prompts

Bookmark this card for daily use

Customer Notes

Turn these rough notes into a concise, professional case note. Include date, summary of discussion, progress since last contact, and next steps. Keep under 200 words. Notes: [paste here]

Plain Language

Rewrite this for an 8th-grade reading level. Use short sentences. Avoid jargon. Emphasize what the person needs to do. Text: [paste here]

Resume Help

Turn these work history notes into resume bullet points. Emphasize skills relevant to [target job]. Use clear, honest language. Notes: [paste here]

Follow-Up Email

Draft a short follow-up email after today's [appointment/workshop]. Include: thank you, brief recap, next steps with deadlines, and how to contact me. Notes: [paste here]

Strategy Ideas

Suggest 3 strategies for this situation. For each: main idea, short-term steps, and potential barriers. Situation: [describe generally, no identifiers]



Pro tip: Save your own customized versions of these prompts in a document you can access quickly

When AI Gets It Wrong: Troubleshooting Guide

What to do when the output isn't helpful



Problem: Output is too formal or robotic

Solution:

- Add to your prompt: "Use a warm, conversational tone"
- Or: "Write this as if you're talking to a friend"
- Try again with the adjustment

Problem: Output is too long

Solution:

- Add to your prompt: "Keep it under [X] words"
- Or: "Make this half as long"
- Be specific about length limits

Problem: Output misses important details

Solution:

- Your input might be too vague
- Add more context to your notes
- List the specific details that must be included

Problem: Output includes wrong information

Solution:

- AI sometimes invents details—always fact-check
- Never use output without reviewing for accuracy
- If it keeps making things up, this task may not be right for AI

Problem: Output doesn't match your organization's style

Solution:

- Add examples of your preferred style to the prompt
- Or: "Match the tone and format of this example: [paste example]"
- Save successful prompts for reuse

General Rule: If you've tried 2-3 times and it's still not helpful, it's faster to write it yourself. Not every task is a good fit for AI.

Your Next Step: Start Today

The best time to try one workflow is right now

You've read the guide. You've seen the examples. Now it's time to act.

Choose Your First Workflow

Which of these sounds most useful for your work this week?

Customer Notes
Turn rough notes into clear documentation

Plain Language
Make complex rules understandable

Resume Help
Support jobseekers with their work history

Follow-Up Emails
Save time on routine communication

Thinking Partner
Get strategy ideas for complex cases

Your 15-Minute Challenge

In the next 15 minutes:

- Pick one workflow from above
- Find the copy-paste prompt (go back to the Quick Reference card)
- Try it with real work from today (remember: remove identifiers first)
- See what happens

That's it. No training session. No approval process. Just try one thing.

What Happens Next?

Here's a simple flow:

1

2

If it helps
Use it again tomorrow
Share with one colleague
Build your habit

If it doesn't help
Try a different workflow
Or adjust the prompt
Not every tool fits every job

The frontline workforce is changing.

AI won't replace you. But frontline workers who learn to use AI effectively will be more valuable, more efficient, and less burned out than those who don't.

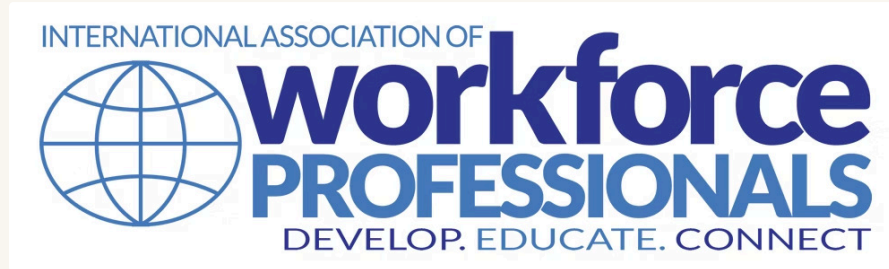
You don't need to become a tech expert. You just need to try one workflow, see if it helps, and build from there.

Your customers need you at your best. If AI can handle the blank pages and repetitive writing, you'll have more energy for the work that actually matters: listening, problem-solving, and helping people move forward.

Start today. Start small. Start with one workflow.

☐ **Questions? Stuck? Want to share what worked?** Connect with your local AI champion or training coordinator. You're not doing this alone.





About This Guide

This guide was developed by the International Association of Workforce Professionals (IAWP) to support frontline workforce staff in adopting AI tools safely and effectively.

For more resources and professional development opportunities, visit: www.iawponline.org

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We welcome your feedback:

Have suggestions for improving this guide? Want to share your success stories? Contact IAWP.