Georgia Institute of Technology

· PARTICIPANT WORKBOOK · DAY 1

Applied AI at TIYA Services: Day 1 Workbook

Your Day 1 exercises, sample documents, and copy-ready prompts. Highlighted [fields] are yours to fill in. Every sample document in this workbook is fictional.

DAY 1 Tue, Oct 20 · Microsoft 365 Copilot NAME _____

START HERE

The habit: Mask → Ask → Check

Use these three steps every time you use Copilot for work. Every exercise in this workbook follows them.

1 · Mask

Before you paste anything, remove or replace sensitive data. Pricing, CUI, and health information never go in.

2 · Ask

Write the prompt with Goal, Context, Source, and Expectations.

3 · Check

Read the output as if you will sign it, because you will.

Ask: the four parts of a good prompt

PART	ANSWERS THE QUESTION	EXAMPLE
Goal	What do I want?	Write a status update on the Building B-214 cooling problem.
Context	Why, and for whom?	It's for the COR, who wants to know whether classes will be disrupted next week.
Source	What should it use?	Use only the technician notes below.
Expectations	What should the result look like?	Under 150 words, three short paragraphs: what happened, what we're doing, what's next.

Follow-up moves

- **Shorten:** "Cut this to half the length. Keep the dates."
- **Re-aim:** "Rewrite this for the technicians instead of the COR."
- **Reshape:** "Put this in a table with columns Date, Problem, Action, Result."
- **Challenge:** "What's missing or unclear? What would a skeptical reader ask?"
- **Show your work:** "Which parts of your answer came from my notes, and which did you add?"

Check: before you use any output

- [ ] Every fact, number, date, and name matches the source.
- [ ] Nothing was added that I didn't provide, such as response times, phone numbers, or job titles.
- [ ] It follows TIYA policy and doesn't commit TIYA to anything I can't commit to.
- [ ] The tone fits the reader.
- [ ] I put back any masked details, outside of Copilot.
- [ ] I would sign my name to it.

DAY 1 · 8:30 – 9:45

Generative AI fundamentals

Copilot basics. Start a new chat for each exercise. You can edit a prompt and resend it, ask for another version, copy the output, and upload a file with the attachment button.

E1 15 min

Two prompts, one task

Run the weak prompt first. Then open a new chat and run the GCSE prompt. Compare the two.

WEAK PROMPT

```
Write a notice about a water shutoff.
```

GCSE PROMPT

```
Goal: Write a notice to building occupants about a planned water shutoff.
Context: Building B-214 (training classrooms and offices) will have no
water on Thursday, October 29, from 7:00 to 11:00 AM while we replace a
leaking main valve. Restrooms and drinking fountains will be unavailable.
The nearest open restrooms are in Building B-216, next door.
Source: Use only the details above. Don't add any details I haven't given
you.
Expectations: Under 120 words. A clear subject line. The key facts in the
first two sentences. Plain language, friendly but direct.
```

Compare: Which could you send with fewer edits? What did the second prompt add?

E2 15 min

Summarize the work order notes

SAMPLE · FICTIONAL

Sample A · Technician notes, seven work orders, Aug 3 – Sep 22

Building B-214 · RTU-2 (rooftop unit 2) · serves classrooms 108–116

08/03 Call 0640, classroom 112 at 84F, no cooling. RTU-2 compressor not running, tripped on high head pressure. Reset, running. Condenser coil looks dirty. Tech 1.
08/11 Tripped again high head. Cleaned condenser coil. Running, discharge temps normal. Tech 2.
08/19 No cooling again. Coil still dirty on back side, couldn't reach w/o removing panel. Cleaned fully. Tech 1.
08/28 Compressor contactor pitted and chattering. Replaced contactor. Running. Tech 2.
09/08 No cooling, classroom 112 at 86F, class moved. Low refrigerant. Added 3 lbs R-410A. No leak found w/ electronic detector. Tech 1.
09/16 Weak cooling. Pressures low again. Recommend nitrogen pressure test to find leak. Need lead approval. Tech 2.
09/22 Compressor drawing high amps, noisy. Suspect compressor failing, possibly from running low on charge. Parts request entered, pending approval. Unit running but marginal. Tech 1.

PROMPT

```
Goal: Summarize these technician notes three ways.
Context: The notes cover one rooftop unit that has failed repeatedly since August. I need to explain the situation to people who weren't there.
Source: Use only the notes below. If you infer something, label it as an inference.
Expectations:
1. A 3-sentence status summary for a manager.
2. A timeline: date, problem, action, result.
3. A table of every part and material used, with dates.

[paste Sample A here]
```

E3 10 min

Follow-ups are prompts too

Stay in your E2 chat. Try each follow-up and note which one improved the result most.

FOLLOW-UPS, ONE AT A TIME

```
Rewrite the status summary for the COR. They care most about whether
classes will be disrupted next week.

What's missing from these notes that a manager would want to know?

Which statements in your summary came directly from the notes, and which
did you add or infer?

Based only on the notes, what pattern do you see across the seven visits?
What would you recommend investigating, and why?
```

E4 or E5 10 min

Brainstorm, or fix the tone

E4 · BRAINSTORM AND ORGANIZE

```
Goal: Brainstorm 15 ways to reduce repeat work orders on the same
equipment.
Context: We're a facilities maintenance team on a military
installation. Repeat calls cost technician time and frustrate building
occupants.
Expectations: Then group the ideas into 3–5 themes, and mark each idea
as quick win, medium effort, or major change.
```

E5 · FIX THE TONE

SAMPLE · FICTIONAL

Draft email

"Per my last 3 emails the B-216 restroom ticket was closed because it's FIXED. If it's leaking again that's a new ticket. Please submit one like I've asked before."

```
Goal: Rewrite this email so it's polite and still clear.
Context: It's a reply to a building manager who keeps reopening a closed ticket. I want them to submit a new one and not feel scolded.
Expectations: Under 80 words. Give two versions: one warmer, one more formal.
```

DAY 1 · 10:00 – 10:45

Responsible use

These rules are placeholders until your instructor replaces them with TIYA's written policy. If they ever disagree, TIYA's policy wins. When unsure, ask before you paste.

The data traffic light

● RED · NEVER ENTER

- CUI, or anything you suspect is CUI
- Health information about a person (PHI)
- SSNs, DoD ID numbers, dates of birth
- Pricing: TIYA rates, costs, bids, proposals, vendor quotes
- Security details: access codes, alarm or camera information
- Passwords and account details

● AMBER · MASK FIRST

- Names, emails, phone numbers
- Employee performance or conduct details
- Vendor and subcontractor names
- Contract and task order numbers
- Internal emails and meeting notes

● GREEN · OKAY TO USE

- General how-to questions
- Public information, such as published FAR clauses and regulations
- Your own writing with amber items masked
- Generic procedures and checklists
- The fictional samples in this workbook

How to mask

REPLACE	WITH
A person's name	Their role: `[Technician A]`, `[the COR]`, `[Building Manager]`
Phone, email	`[PHONE]`, `[EMAIL]`, or delete
Contract number	`[CONTRACT]`
Vendor name	`[Vendor 1]`
Dollar amounts	Delete. If you need a comparison, say "about 10% higher" only if that is itself allowed.
Health details	Delete entirely. "On light duty" at most, and only if needed.
Access codes, security details	Delete entirely.

Keep your key (which placeholder means what) on paper or in your own document, never in Copilot. Put the real details back after you check the output.

Masking drill 12 min

Find everything that has to go

SAMPLE · FICTIONAL

Sample B · Email

From: Dana Whitfield <d.whitfield@example.com> · To: Facilities Lead · Subject: RTU-2 compressor

Hi, following up on B-214. Marcus Ortega was out Tuesday and Wednesday. He strained his lower back lifting the condenser fan motor and is on light duty per his doctor until Nov 2, so he can't do the rooftop work.

Coastal Air Mechanical quoted $18,450 for the compressor replacement under contract W9XXXX-26-C-0042. Last year's was $16,900. Karen Lowell (COR) wants an answer by Friday; her cell is (706) 555-0143.

If you go up, the mechanical yard gate code is 4471#.

Circle every item to mask or remove. How many did you find? _____ Then write the masked version:

Quick-fire 8 min

Can I paste this?

Mark each one green, amber, or red.

#	ITEM	G / A / R
1	"How do I troubleshoot a rooftop unit that keeps tripping on high pressure?"	
2	Meeting notes that list attendees by name	
3	A subcontractor's bid spreadsheet	
4	The text of a published FAR clause	
5	An email about an employee's medical restriction	
6	A paragraph from a statement of work marked CUI	
7	Your own draft article for the team newsletter	
8	A spreadsheet of overtime hours by named employee	

DAY 1 · 10:45 – 12:00

Role-based lab

Pick your track. Do Task A with the sample. For Task B, use a real task from your job, masked, or the card's Task B. Write your masked text on the Task B page and have an instructor initial it before you paste.

TRACK 1

Facilities Maintenance

Task A · Status update for the COR. Use Sample A (already safe to paste).

```
Goal: Write a status update on Building B-214 RTU-2.
Context: For the COR. They need to know the history, the likely cause,
what we need approved, and the risk to classes if we wait.
Source: Only the notes below.
Expectations: Under 200 words. Headings: Summary, History, Likely
Cause, Decision Needed, Risk. Mark any inference.

[paste Sample A]
```

Task B · Toolbox talk. A 5-minute talk on ladder and roof-access safety for technicians working on rooftop units. Then check it against TIYA's safety program before anyone uses it.

TRACK 2

Contracting

Task A · Requirements checklist from a SOW excerpt.

SAMPLE · FICTIONAL

Sample D · SOW excerpt

"C.5.3 The Contractor shall perform preventive maintenance on all HVAC equipment listed in Technical Exhibit 4 in accordance with manufacturer recommendations and no less than quarterly. The Contractor shall document all PM on Government-approved forms and submit a monthly PM completion report to the COR by the 5th business day of the following month. Deficiencies identified during PM shall be reported within 2 business days. Performance below 95% PM completion in any month shall be addressed by a corrective action plan within 10 business days."

```
Goal: Turn this SOW paragraph into a compliance checklist.
Context: Our team needs to know every "shall" we're on the hook for.
Expectations: A table: Requirement | Frequency or deadline | Evidence we keep | Suggested owner (by role). Then list anything ambiguous we should clarify with the COR.

[paste Sample D]
```

Task B · Request for information. Draft an email to `[Vendor 1]` asking for lead time, warranty terms, and installation requirements for a replacement rooftop unit compressor. No pricing.

TRACK 3

Business Management & Admin

Task A · Meeting notes to action items.

SAMPLE · FICTIONAL

Sample E · Meeting notes

"weekly ops mtg — timesheets late again for 3 ppl, Business Mgr wants reminder out. PM report due 5th, FM Lead says B-410 PMs behind bc parts. need new hire orientation packet updated before 11/2 start date — admin asst? safety stand-down date TBD, maybe 11/13. COR visit next Thurs, need backlog numbers by Wed. Program Mgr asked about AI training follow-up"

```
Goal: Turn these notes into an action item list and a follow-up email.
Context: Weekly operations meeting. Owners are roles, not names.
Expectations: A table: Action | Owner | Due date | Status. Flag
anything with no clear owner or date. Then a follow-up email under 150
words.

[paste Sample E]
```

Task B · One message, three formats. A reminder that timesheets are due by noon Monday (see ADM-SOP-02). Write it as an email, a Teams post, and a 30-second huddle script.

Task B

My real task, masked

The task: _____

What I removed or replaced: _____ Instructor initials: _____

TRACK 4

Supervisors & Leads

Task A · Weekly report from bullets.

SAMPLE · FICTIONAL

Sample F · Lead's bullets

"14 WOs closed this wk, 17 open. 3 urgent overdue incl B-214 RTU-2 (compressor, waiting approval). 9 routine >30 days, mostly doors and electrical. PMs 92% complete, B-410 behind on parts. 1 tech on light duty. no safety incidents. COR visit Thurs."

```
Goal: Write my weekly report.
Context: It goes to the Facilities Maintenance Manager and is forwarded to the Program Manager.
Expectations: One page. Sections: Highlights, Backlog, Preventive Maintenance, Staffing, Safety, Issues Needing Decisions. Don't add numbers I didn't give you. Flag the PM rate against a 95% target.

[paste Sample F]
```

Task B · First-week checklist. A first-week onboarding checklist for a new facilities technician: day by day, with who is responsible for each item (by role).

DAY 1 · 1:15 – 2:45

SOP lifecycle lab

Take one outdated SOP through four stages: Diagnose, Rewrite, Visualize, Adapt. Copilot drafts. You own accuracy. TIYA's doc-control process approves.

SAMPLE · FICTIONAL

Sample C · SOP FM-07, Emergency Work Orders, Rev 3, September 2019

Emergency calls should be taken by the desk and a work order should be put in. After hours the phone goes to whoever is on call, the on-call list is on the board in the shop. The tech should get there as soon as possible. If the tech can't be reached try someone else.

Emergencies are things like leaks, no AC in summer, power out, etc. Use judgment.

The system should be shut down if needed and the area should be made safe. Supervisor needs to know about it. If parts are needed, a request should be submitted through the normal process.

Call the old after-hours line 706-555-0199 if the desk phone is not working (fax 706-555-0198).

When finished the work order is closed out. Keep paperwork in the binder.

Step 1 · Diagnose 15 min

```
Goal: Critique this SOP.
Context: It's a facilities maintenance procedure for emergency work orders on a military installation, last revised in 2019. We're updating it.
Expectations: A table: Issue | Why it matters | Suggested fix. Cover missing roles, vague wording, missing steps, safety risks, outdated items, and record-keeping. Rank the issues by risk.

[paste Sample C]
```

Step 2 · Rewrite 20 min

```
Rewrite the SOP using this template: Purpose, Scope, Responsibilities,
Definitions, Procedure (numbered steps, each starting with who does it),
Records, References, Revision History.

Rules:
- Active voice. Every step names a role.
- Where the original doesn't give a specific value (a response time, a
phone number, a job title), write [VERIFY: what's needed] instead of
inventing one.
- Add a step for notifying the COR, marked [VERIFY].
```

Count your `[VERIFY]` markers: _____ . Each one is a question for a subject-matter expert.

Step 3 · Visualize 15 min

```
Turn the procedure into:
1. A step table: Step | Who | Action | Decision point (yes/no) | Next step.
2. A simple text flowchart using arrows, with the decision points as yes/no
branches.
```

Optional: copy the step table into Word, then use Insert › SmartArt to make a visual flow.

Step 4 · Adapt 15 min

Pick two.

```
A. Make a one-page quick-reference card for technicians to keep in the
truck: the 5–7 steps that matter most at 2 AM.
B. Write 5 multiple-choice questions to check that technicians understood
the new procedure, with an answer key.
C. Write an email announcing the new procedure to technicians: what
changed, why, and when it takes effect. Under 150 words.
D. Write a 3-minute toolbox talk script introducing the new procedure.
```

What did Copilot miss or get wrong that only someone at TIYA would know?

DAY 1 · 3:00 – 4:30

Leadership scenarios

Use Copilot as a thinking partner. You make the decisions. For anything about people, describe the situation and never name the person.

L1 · 20 MIN

Announce a change

You're moving your technicians from four 10-hour days to five 8-hour days for a 90-day pilot, to get better coverage on Fridays. Some people will be unhappy.

```
Goal: Help me announce this change.
Context: [describe the change and your team]
Expectations:
1. A message to the team, under 200 words, honest about the trade-offs.
2. The 8 questions they're most likely to ask, with suggested answers.
3. The 2 questions I should take back to my manager instead of answering myself.
```

L2 · 20 MIN

Prepare a hard conversation

A strong, well-liked technician skipped a lockout/tagout step last week. No one was hurt. You need to address it.

```
Help me plan a conversation with a team member. Situation: [describe without names]. I want them to understand how serious this was and keep their motivation.
Give me: an opening line, three key points, likely reactions and how to respond, and how to close with a clear next step.
```

```
Now play the employee. Respond realistically, including some defensiveness. Wait for my reply each time.

(After three or four exchanges:)
Pause the role-play. Give me feedback on how I handled it: what worked and what to change.
```

L3 · 15 MIN

Decide between options

Your Routine backlog has 9 work orders older than 30 days. Options: authorize overtime for two weekends, bring in a subcontractor, or re-sequence work and accept a slower clear-down.

```
Help me think through a decision. Don't make it for me.
Situation: [describe]. Options: [list]. Constraints: [staffing, contract, timing]. Don't use any pricing; describe cost as higher or lower.
1. A table comparing the options on speed, cost, risk, team impact, and customer impact.
2. A pre-mortem: for each option, imagine it's 60 days later and it failed. Why?
3. The questions I need answered before I decide.
```

L4 · 20 MIN

Lead AI adoption

You find out a team member pasted a vendor quote into a free AI app on their phone to compare prices. They were trying to be efficient.

```
1. Help me plan a short, non-punitive conversation with this person
that makes the rule clear and keeps them willing to use approved AI
tools.
2. Draft five team norms for using AI at work: short, specific,
positive, each one sentence. Base them on Mask, Ask, Check.
```

My best norm:

DAY 1 · KEEP THIS PAGE

My prompt library and action plan

Prompts worth keeping

Next week I'll use Copilot for…

1.

2.

3.

One person I'll show: _____