

Practical AI for Government

COUNCIL OF STATE GOVERNMENTS – SOUTH

35-Minute Session · Live Demo + Q&A
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AGENDA

Today's Session at a Glance

01	0:00 – 0:03	Welcome & Why AI, Why Now <i>Setting the stage for practical AI adoption</i>
02	0:03 – 0:13	Live Demo: ChatGPT & Claude <i>Two more tools, two more everyday use cases</i>
03	0:13 – 0:25	Live Demo: Microsoft 365 Copilot <i>Word, Excel, PowerPoint, and Outlook in action</i>
04	0:25 – 0:27	Choosing the Right Tool
05	0:27 – 0:29	Using AI Responsibly <i>Data privacy, verification, and agency policy</i>
06	0:29 – 0:30	Key Takeaways <i>What to try first when you're back at your desk</i>
07	0:30 – 0:40	Q&A <i>Open floor for your questions</i>

01

SECTION 01

Why AI, Why Now

0:00 – 0:03

Why AI Matters for Your Team

01

It's Already Where You Work

AI is being built directly into the tools you already use — Word, Excel, PowerPoint, and Outlook — not a separate system to learn.

02

Hours Back Every Week

Routine drafting, summarizing, and data cleanup that used to take hours can take minutes — freeing staff for higher-value policy work.

03

More Consistent, Higher-Quality Work

AI helps standardize tone, formatting, and structure across memos, reports, and correspondence — even under tight deadlines.

04

A Skill Every Office Will Need

Constituents and legislators expect fast, accurate responses. Using these tools well is becoming a core job skill.

02

SECTION 02

Live Demo: ChatGPT & Claude

0:03 – 0:13

Strong Prompts Make the Difference

01

The Prompt Decides the Payoff

The same tool can produce a generic paragraph or a polished draft — what changes is how clearly you ask for it.

02

Be Specific About the Ask

Name the audience, format, length, and tone — “a one-page memo for a legislative director” beats “write something about this.”

03

Give It Context to Work From

Paste the source notes, a past memo, or a sample to match, so it uses your facts and house style instead of guessing.

04

Refine With Follow-Ups

Treat the first answer as a draft — “make it shorter” or “add fiscal impacts” steers it toward what you actually need.

Plain-Language Public Communication



Prompt: "Draft a plain-language FAQ for constituents about the new broadband grant program, 8th-grade reading level."

- **Writes for the right audience**

ChatGPT can target a specific reading level or tone — useful for public-facing materials.

- **Multiple drafts, fast**

Ask for a shorter version, a translation, or a social media summary of the same content.

- **Good for early brainstorming**

Useful for outlining talking points or first-draft language before staff refine it.

- **Fact-check before publishing**

Verify names, figures, and program details against official sources before anything goes public.

Working Through a Long Document



Prompt: "Read this proposed legislative bill, summarize key provisions, flag fiscal impacts, and note anything affecting rural counties."

- **Handles long, dense documents**

Claude can take in an entire bill, report, or transcript at once and reason across all of it.

- **Organizes by what matters**

Ask it to structure findings by topic or stakeholder impact, not just top to bottom.

- **Shows its work**

Ask Claude to cite the specific section behind a claim, so staff can verify it in the source.

- **A research aid, not the final word**

Treat its summary as a starting point for staff and counsel review — not a substitute for it.

03

SECTION 03

Live Demo: Microsoft Copilot

0:13 – 0:25

One Assistant, Four Applications

◇ Word

Drafts, edits, and summarizes documents — memos, reports, and policy briefs.

Best for: drafting & editing

* Excel

Analyzes spreadsheets, explains formulas, and surfaces trends in budget or constituent data.

Best for: data & budget analysis

○ PowerPoint

Builds a first-draft slide deck from a report or outline, complete with speaker notes.

Best for: turning reports into briefings

□ Outlook

Summarizes long email threads and drafts replies in your voice, in seconds.

Best for: inbox triage & correspondence

Drafting a Policy Memo in Minutes



Prompt: "Draft a one-page briefing memo from these meeting notes on broadband funding, for a legislative director."

- **Structured in seconds**

Copilot reads the attached notes and produces a headline, background, key points, and a recommended action — ready to edit.

- **Matches your house style**

Point it at a past memo or template, and it mirrors that tone and structure automatically.

- **Iterates with a follow-up**

"Make it shorter" or "add a fiscal impact section" refines the draft without starting over.

- **You stay the editor**

Copilot produces a strong first draft — staff still review, verify facts, and finalize before it goes out.

Making Sense of Budget Data



Prompt: "Summarize this budget data by department and flag any line item more than 10% over budget."

- Plain-language analysis

Copilot reads the data and explains variances in sentences, not just numbers — no pivot table required.

- Formulas it can explain

Ask "how did you calculate this?" and Copilot shows and explains the underlying formula.

- Flags outliers automatically

It highlights the rows that need attention instead of you scanning hundreds by hand.

- You verify the source data

Copilot works from what is in the sheet — accuracy still depends on clean, correct source data.

From Report to Briefing Deck



Prompt: "Add a slide to this PowerPoint deck."

- **A full outline in one pass**

Copilot turns a long document into slide titles, bullets, and speaker notes automatically.

- **Stays on-brand**

Point it at an existing deck or template, and new slides follow the same layout and style.

- **Easy to refine**

"Make slide 3 more concise" or "add a slide on fiscal impact" adjusts the draft in place.

- **A starting point, not a final draft**

Review content and design before presenting — treat it as a fast first pass.

Taming a Long Email Thread



Prompt: "Summarize this email thread on the interstate compact renewal and draft a reply confirming our participation."

- **Catch up in seconds**

Copilot summarizes a long thread into a few key points and any outstanding questions.

- **A ready-to-edit draft reply**

It writes a response in your tone, referencing specifics pulled from the thread.

- **Works across a full inbox**

Ask it to summarize a day of unread messages or find messages about a topic.

- **Read before you send**

Always review drafted replies for accuracy and tone before sending, especially on sensitive topics.

04

SECTION 04

Choosing the Right Tool

0:25 – 0:27

How the Tools Compare

Different tools shine at different tasks — here is a simple way to think about it.

MICROSOFT COPILOT

- Built into apps you already use
- Best for everyday documents
- Inherits org data permissions
- No new login required

CHATGPT

- Fast, conversational drafting
- Best for brainstorming & FAQs
- Widely available, easy to start
- Great for public-facing text

CLAUDE

- Large context window
- Best for long bills & reports
- Strong structured reasoning
- Good for detailed analysis

IN EVERY CASE

- Verify facts before use
- Follow your agency's AI policy
- Keep a human reviewing output
- Start small, build confidence

06

SECTION 06

Using AI Responsibly

0:27 – 0:29

Getting Started Responsibly

01

Know Your Agency's Policy

Check your IT and data governance rules before entering government or constituent data into any AI tool.

02

Verify Every Output

Treat AI drafts as a strong first pass — fact-check names, numbers, and citations before anything goes out.

03

Start Small and Build Confidence

Pick one recurring task, like a weekly summary or a standard memo, and use AI there first.

07

SECTION 07

Key Takeaways

0:29 – 0:30

KEY TAKEAWAYS

What to Take Back to Your Desk

01

AI Is Already in Your Tools

Copilot, ChatGPT, and Claude can draft, summarize, and analyze inside the work you already do — no new system to learn.

02

Strong Prompts Drive the Results

Be specific about audience, format, and tone, give the tool context, and refine with follow-ups to get output you can use.

03

Match the Tool to the Task

Reach for Copilot in everyday documents, ChatGPT for fast public-facing text, and Claude for long, dense reports.

04

Stay Responsible and Verify

Follow your agency's policy, fact-check every draft, and keep a human reviewing before anything goes out.

QUESTIONS?

Thank You, CSG South.

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Today's slides, prompts, and demo examples are available on request — reach out anytime with questions.

