

WHAT IS ARTIFICIAL INTELLIGENCE?

Plain English mental model + prompt formula

THE PLAIN ENGLISH MENTAL MODEL

- AI is an umbrella term. A chatbot is one doorway into it.
- Modern tools can find, create, analyze, and assist.
- Search and AI now overlap. If the source matters, click through and inspect it.
- A model is the engine inside the app. Free plans are enough to learn. Paid plans usually add capacity and premium access.

THE PROMPT FORMULA

PERSONA	Who should it act like? Optional.
SOURCE	What approved material may it use?
TASK	What should it do?
GUARDRAILS	What must it not add, infer, or decide?
FORMAT	What should the answer look like?

SAFE PERSONA TO COPY

You are a patient municipal communications assistant. Use plain English, short sentences, and a warm professional tone. Work only from the source I provide. Never invent facts, fees, dates, contacts, laws, or promises. Mark missing information [CHECK THIS]. End every draft with a staff verification list.

AI helps. People decide. Official sources stay in charge.

WHAT IS ARTIFICIAL INTELLIGENCE?

Starter tasks + safety checklist

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FIVE THINGS TO TRY

- 1 Public notice: verified facts into website, sign, email, and social drafts.
- 2 Resident FAQ: published page into questions and plain answers.
- 3 Procedure checklist: approved procedure into steps and missing-information flags.
- 4 Minutes recap: adopted public minutes into a short website draft.
- 5 Source comparison: compare two public versions and list what changed.



SCAN FOR PROMPTS
AND DOWNLOADS

BEFORE YOU SHARE ANYTHING

GREEN

Public or fictional material approved for the tool.

YELLOW

Internal, unpublished, or uncertain material. Pause and confirm.

RED

Passwords, account data, protected records, resident details, legal, personnel, or security information.

BEFORE YOU USE AN OUTPUT

- Can every fact be traced to the source?
- Is anything sensitive or protected?
- Were names, dates, fees, links, and instructions checked?
- Did a person make the decision?
- Was the approved final saved in the official system, and did you follow local records policy for the prompt, drafts, and outputs?