

Lunchable Results

# AI at Work

*What it is, how we'll use it, and what to watch out for.*

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Kory Asfour · 2026

*Partially produced with AI assistance*

# Today's agenda

*A quick tour, a live demo, hands-on time, and a conversation.*



## **What is AI?**

The basics — what it is and isn't.



## **AI Safety**

Risks, limits, and good habits.



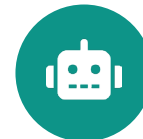
## **County AI Policy**

Our rules of the road.



## **2026 Workplan**

Where we're headed this year.



## **Meet Claude**

The tool we'll be using.



## **Demo + Hands-On**

Watch, then try it yourself.



## **Breakout Discussion**

Talk it through with your group.

# What is AI?

*A pattern-matching tool that produces language, code, and images.*

## Think of it as...

### A very well-read assistant

that has read most of the internet, can write and summarize quickly, and is confident — even when it's wrong.

### It is not

a search engine, a calculator, or a person. It doesn't "know" things — it predicts likely text.

## Good at



### Drafting & summarizing

Emails, reports, meeting notes.



### Explaining things

Plain-language summaries of dense material.



### Repetitive tasks

Reformatting, brainstorming, first drafts.

# AI safety — what to watch for

*AI is powerful and useful — and it makes mistakes confidently. Three things to keep in mind.*



## Hallucinations

AI invents facts, names, citations, and case numbers — and presents them confidently. Always verify before relying on it.



## Confidentiality

Anything you type may be retained. Don't paste PII, HR records, medical info, or anything you wouldn't email externally.



## Bias & fairness

AI reflects patterns in its training data — including biased ones. Be especially careful in decisions that affect the public.

**Rule of thumb:** Check all work before putting your name on it. Don't use AI to produce anything you wouldn't be able to produce unassisted.

# County AI Policy

*The short version. Full policy is on the intranet.*



## Approved tools only

Use county-sanctioned AI tools.



## Protect sensitive data

No PII, no confidential records, no resident data unless the tool is cleared for it.



## Disclose AI use

Note when AI helped produce a public-facing document or analysis.



## Human review required

Final decisions, recommendations, and communications get human sign-off.

# Three tracks running in parallel

*How the 2026 workplan is organized.*

TRACK 1

## Platform



- Procure an enterprise AI platform
- Move staff off personal accounts
- SSO and role-based access

TRACK 2

## People



- County-wide AI training program
- AI Help Desk and FAQ
- Internal resource hub with prompts and guides

TRACK 3

## Governance



- Updated Responsible AI Use Policy
- Polimorphic chatbot for the county website
- Build lite automation tools for real workflows

**Scope:** This is our 2026 workplan — foundation this spring, broader rollout through the year.

Your new sidekick?

# Claude

*An AI assistant built by Anthropic, focused on being helpful, harmless, and honest.*



## Conversation

Ask questions, draft text, work through problems.



## See images

Upload screenshots, photos, diagrams.



## Read documents

Summarize PDFs, Word docs, spreadsheets.



## Help with tasks

Brainstorm, format, translate, explain.

# Detail in, quality out

*The more context you give Claude, the better the answer.*

## VAGUE PROMPT

*"Write a memo about the new parking policy."*

You get back...

Generic boilerplate. Wrong tone. Missing the actual policy details. You'll rewrite most of it.

## DETAILED PROMPT

*"Draft a friendly 200-word memo to staff about new parking rules: badges required after April 1, overflow lot opens, visitors use Lot C. Sign it from Facilities."*

You get back...

A usable draft with the right tone, length, and details. Maybe one quick edit.

# Upload an image — "What am I looking at?"

*Especially handy when you can't find the right words for what you're seeing.*



## Error messages

Screenshot a pop-up — get a plain-language explanation and next steps.



## Equipment & forms

"Which knob does what?" or "Where does this field go?"



## Paper documents

Photo of a form, sign, or notice — get the key info pulled out.

**Tip:** Tell Claude what you tried already and what you're trying to do — not just "fix this."

# Breakout groups

Three prompts to discuss in your group. Pick one to share back.

01



## AI learning scenario

Make up a short scenario where someone misuses AI at work. Slip in two mistakes for the rest of us to spot.

02



## Five years from now

Imagine it's 2031 and the technology has matured. What does the best-case scenario look like?

03



## Vibe Check

How are you feeling about AI at work — honestly? Excited, nervous, skeptical, curious? No wrong answers.

# Three things to take with you

**Try it.**

The fastest way to learn what AI can do for your work is to use it on a real task this week.

**Check it.**

AI is confident even when it's wrong. A human always verifies the final product.

**Protect it.**

Sensitive data stays out. When in doubt, ask before you paste.

YOUR TURN

# You try!

*Open Claude on your computer. Pick one — or do all three.*

# 1

## **Try a task you encounter often**

Pick something routine — drafting a reply, summarizing a meeting, formatting a list. See how it goes.

# 2

## **Ask what it could help with**

“My job title is \_\_\_, I oversee \_\_, what are some areas Claude could help with?”

# 3

## **Share something useful**

Find something worth sharing? Wave us over — we'll add it to the group.

# Questions?

*Thanks for being part of this.*

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