



FOUNDIC.org

GENERATIVE AI & PROMPT ENGINEERING

From Beginner to Confident AI User

 4 Hours

 One-on-One
Coaching

 Online

 **This training is conducted by an AI system as trainer — upload both Markdown files and type "Start". No human trainer needed.**

 Download both files: <https://www.foundic.org/category/schulungen/>

What to Expect Today



MODULE 1

AI — Hype or Genuine Helper?



MODULE 2

Prompt Engineering — Speaking AI's Language



MODULE 3

AI in Your Own Working Day



CLOSING

Transfer & 48h Commit

Have You Tried AI Chatbots Like ChatGPT?

What went wrong?



Which 3 tasks in your working day take up the most time?

Two Types of AI — A Massive Difference

INVISIBLE AI

Works in the background.
You barely notice it.

- Netflix recommendation
- Spam filter
- Facial recognition
- Google Maps route

VS

GENERATIVE AI

Creates new content on request — in real time.

- **ChatGPT writes emails**
- DALL-E creates images
- Copilot writes code
- Claude analyses documents

Generative AI is your new assistant — but it only reaches its potential with the right prompt.



The 5 Most Important AI Tools Compared

ChatGPT

OpenAI

The all-rounder

Versatile, strong in text & analysis

Gemini

Google

Multimodal

Images, tables, Google Workspace

Claude

Anthropic

Long texts

Precise analysis, strong reasoning

Perplexity

Perplexity AI

Research

Facts with source citations

Copilot

Microsoft

Office integration

Directly in Word, Teams & Excel

What Happens When You Prompt AI Badly?

✗ BAD PROMPT

"Write me something about marketing."

Result:

- ✗ Generic, unusable
- ✗ No target audience
- ✗ Wrong tone
- ✗ Needs complete rework

✓ GOOD PROMPT

"You are a marketing expert. Write 3 LinkedIn post ideas for a B2B SaaS startup offering IT security. Target audience: CIOs. Tone: professional but approachable. Format: max. 150 words each."

Result:

- ✓ Immediately usable
- ✓ Perfect target audience
- ✓ Right tone & format
- ✓ 0 rework needed

The difference lies not in the tool — it lies in the prompt.



Why AI Sometimes Lies — And How to Spot It



What are hallucinations?

AI invents plausible-sounding but false facts — without realising it.



Typical cases

- Invented sources & studies
- Wrong figures & statistics
- Non-existent laws cited



Causes

- Training on probability
- No genuine world understanding
- No access to real-time data



Your protection

- Apply QA check P-Q-R
- Always verify critical information
- Verify sources directly

Ground rule: Anything business-critical — verify yourself once.



The 3 Biggest AI Myths — And the Truth



MYTH: "AI thinks."

AI doesn't think — it calculates probabilities. No consciousness, no intention. But: we interpret patterns as meaning — that's why it feels intelligent.



MYTH: "AI knows everything."

✓ AI only knows what it was trained on. Current knowledge is often missing — Perplexity helps here.



MYTH: "AI will replace me."

✓ AI replaces people who don't use AI. Those who master it are more valuable — not replaceable.



Which Tool Fits Which Task?

1

Bernd (Finance) wants to quickly create a chart & table from his quarterly data and embed them directly in Google Slides.

→ Gemini

2

You are writing a complex 10-page strategy paper and need structure + deep analysis.

→ Claude

3

Tanja (Comms) wants to test 5 variants of a customer email spontaneously — no specific tool, directly in the browser.

→ ChatGPT

AI in the Workplace: More Than You Think



Text & Communication

- Write emails & reports
- Social-Media-Posts
- Structure presentations



Research & Analysis

- Evaluate PDFs & documents
- Create market analyses
- Fact-check with sources



Creative Work

- Develop ideas & concepts
- Overcome writer's block
- Facilitate brainstorming



Productivity

- Summarise meetings
- Prioritise tasks
- Create learning plans

Good, Bad — Or Can We Do Better?

1

"Explain AI to me."

Too vague

2

"You are an experienced financial advisor. Explain to me in 5 sentences what ETFs are — for someone with no stock market knowledge."

Very good

3

"Write a good text for my company."

**Too vague —
what is good?
Which company?**

Module 1: The Key Points in 30 Seconds

1 Generative AI creates new content — it is an assistant, not an all-knowing oracle.

2 ChatGPT, Copilot, Claude, Perplexity: each tool has its strength.

3 Poor prompts = poor outputs. Good prompts = time saved.



Thinking task: Which use case from your work would you like to try out today? — Tanja already has a plan ...





Knowledge Check: What Have You Learned in Module 1?

Question 1 What distinguishes generative AI from invisible AI?

- A) It works automatically in the background
- B) It creates new content on request
- C) It replaces all human tasks
- D) It only works with an internet connection

Question 3 What does the term "AI hallucination" describe?

- A) A technical error due to server overload
- B) Deliberate false statements by the AI
- C) Plausible-sounding but invented facts
- D) Images from the AI's imagination

Question 5 What is the most important factor for the quality of an AI output?

- A) The speed of the internet connection
- B) The quality and precision of the prompt
- C) The number of words in the request
- D) The device being used

Question 2 What happens when an AI has a training cutoff date?

- A) It becomes slower
- B) It costs more
- C) It cannot create images
- D) It has no knowledge of events after that date

Question 4 Which statement about AI is a myth (i.e. false)?

- A) AI outputs can contain errors
- B) AI thinks and has genuine consciousness
- C) The prompt determines output quality
- D) AI has a training cutoff date

Question 6 For which tasks is AI particularly strong in the workplace?

- A) Physical repairs and assembly
- B) Personal banking transactions
- C) Text work, analysis and idea generation
- D) Diagnosing hardware problems



PAUSE

Please keep the browser tab open → continue right here after the break

Thinking task: Which use case from your own work will you bring to Module 2?

Bernd from Finance Used ChatGPT

The result contains an invented figure.

Bernd's prompt:

"Summarise our Q3 results and make a table."

⚠ AI hallucinated: Revenue Q3 = €2.4 million (Actual: €1.8 million). Bernd almost didn't notice the error.

What is missing in this prompt? What would you have done differently?



The RCTF Framework: Your Prompt GPS

R**ROLE**

What role should the AI take on?

"You are an experienced tax advisor with 15 years of practice."

C**CONTEXT**

What is the background? What does the AI need to know?

"I am Tanja at Nordlicht AG (Communications), writing to an existing customer..."

T**TASK**

What exactly should be done?

"Create a checklist with 5 tax risks."

F**FORMAT**

How should the result look?

"Format: bullet points, max. 3 lines per point, in English."

From Good to Excellent: 3 Pro Techniques

Zero-Shot Prompting

Direct request without example

For simple, clear tasks. Works well with the RCTF framework.

"Write a rejection email in English for..."

Chain-of-Thought

Let AI think step by step

For complex analyses. Better results through visible reasoning.

"Structure your reasoning clearly in logical steps."

Re-Prompting

Iterative refinement

AI is not a one-shot tool. Iterating is professional working practice.

"Shorten to 3 sentences. Make it more formal. Add a concrete figure."

AI Writes — You Sound Like You. The Human Touch.



Define your style

AI imitates your style — if you show it.

Prompt: "Write in the style of this email of mine: [insert example]. Same tone, same length."



De-genericise

Remove generic phrases, put in specifics.

Prompt: "Replace all general statements with concrete examples from our context: [context]."



Tone calibration

Does it sound like a human or a machine?

Prompt: "Make this 30% more personal and less formal — as if I were saying it to a colleague."



Control check

Final mile: read aloud and check.

Prompt: "Which phrases sound unnatural or generic? List them — I'll revise them."

What Can Go Into a Public Chatbot?

DO NOT enter

- Personal data (name, address, email)
- Customer lists & contracts
- Internal financial data
- Passwords & login credentials
- Medical patient data

With caution

- Anonymised case examples
- General company strategy
- Non-sensitive market data
- Internal process flows (general)

Safe to enter

- General text creation
- Public information
- Grammar & style corrections
- Ideas & brainstorming
- Summaries of public sources

EU AI Act: Four Risk Classes — Where Do Your Tasks Sit?

PROHIBITED	AI that violates fundamental rights	<i>Social scoring · Emotion recognition in the workplace · Subliminal manipulation</i>
HIGH RISK	Significant risk to fundamental rights / safety	<i>AI-based applicant selection · Credit assessment · Medical diagnosis</i>
TRANSPARENCY OBLIGATION	AI results must be identifiable	<i>Publishing ChatGPT texts externally as your own → label them · Chatbots · Deepfakes</i>
MINIMAL RISK (≤90%)	Hardly any restrictions — competence obligation still applies	<i>Writing emails · Brainstorming · Research · Meeting minutes → your everyday work</i>

Two Underestimated Risks of Using AI

© Copyright in AI Outputs

Who owns AI outputs?

AI cannot be an author. Outputs are not protected — but AI training material may infringe third-party rights.

May I publish AI texts?

Yes — but style copies, direct quotes from training data or reproduced logos can give rise to claims.

Nordlicht rule:

Always edit AI texts. Never publish unedited under your own name.



Bias & Discrimination Through AI

What is AI bias?

AI models mirror patterns in their training data — including historical inequalities in gender, origin, age.

Where does this happen in the office?

Job adverts (male language) · Customer prioritisation (postcode)
· Texts that make groups invisible.

Counter-measure:

Actively review AI outputs: 'Which groups are missing?' — Bias prompt: 'Check for one-sidedness and discrimination.'

Your First RCTF Prompt

Take one of the 3 tasks from your working day (from the Module 1 opener).

R**ROLE**

What expert role should the AI take on?

C**CONTEXT**

What is the background? What does the AI need to know?

T**TASK**

What exactly should be done?

F**FORMAT**

Language, length, structure?

Best Prompt Wins!

1

Enter your best RCTF prompt
Answer format: R · C · T · F — all 4 fields, approx. 50–150 words

2

Discuss together: What works well? What would you change?
After that: exactly 1 re-prompt — 1 targeted improvement

How Would Bernd Have Spotted the Mistake?

Bernd's ChatGPT output (extract):

"Q3 Revenue: €2.4 million (+18% vs. prior year)

EBIT margin: 12.3%

Headcount: 214"

✗ **HALLUCINATION**

Actual Q3 revenue:
€1.8 million — not 2.4!

The mistake would have been detectable — with the QA check P-Q-R:

P — PLAUSIBILITY

Does this make sense? Does it seem logical?

Q — SOURCES / EVIDENCE

Where does the figure come from? Is it verifiable?

R — RISK

What happens if this is wrong?
Low / Medium / High?

The 3-Step QA Check — How to Apply It

RISK LEVELS — the R decision

LOW

Internal brainstorming, draft emails

→ A brief plausibility check is enough

MEDIUM

Team communication, presentations

→ Check P + Q, verify key statements

HIGH

Financial data, legal texts, customer communications

→ P + Q + R in full — verify external source

QA Level in Practice: What Do You Check and How Carefully?

LOW

 Tanja — Communications

AI draft of an internal team email about the next team meeting

→ Quick plausibility check: tone & date correct?

MEDIUM

 Bernd — Finance

AI summary of a public industry report for the team

→ Verify key statements, check source of the original report

HIGH

 Bernd — Finance

AI-generated revenue forecast for the next Board meeting

→ P + Q + R in full: Check all figures against ERP system

QA Check P-Q-R — Your Quick Reference

P

PLAUSIBILITY

- Does this make content-related sense?
- Does the result seem too good/too simple?
- Do the proportions add up (figures, timeframes)?

Q

SOURCES / EVIDENCE

- Where does this information come from?
- Is the source verifiable?
- Does Perplexity / Google confirm this?

R

RISK LEVEL

- Low → brief check is enough
- Medium → check P + Q
- High → check everything, external source

Module 2: The Key Points

1 RCTF = Role, Context, Task, Format — your prompt GPS for every situation.

2 Re-prompting is professional — no good prompt comes together at the first attempt.

3 QA check P-Q-R protects you: Plausibility, Sources, Risk.

4 Data privacy first: No sensitive data in public chatbots.



PAUSE | Thinking task: Formulate your first RCTF prompt for a real task.





Knowledge Check: What Have You Learned in Module 2?

Question 1 What does the acronym RCTF stand for?

- A) Research, Checklist, Text, Feedback
- B) Role, Context, Task, Format
- C) Risk, Compliance, Training, Function
- D) Rulebook, Control, Transfer, Conclusion

Question 3 What must NOT be entered into public chatbots?

- A) General marketing text drafts
- B) Personal customer data
- C) Brainstorming ideas
- D) Grammar corrections of your own texts

Question 5 What does the EU AI Act correctly describe?

- A) A ban on all AI tools in companies
- B) AI classification by risk class with defined obligations
- C) It only applies to AI manufacturers, not users
- D) A technical standard for AI software

Question 2 Which technique makes AI think step by step?

- A) Zero-Shot Prompting
- B) Re-Prompting
- C) Chain-of-Thought
- D) One-Shot Prompting

Question 4 What is the first step in the QA check P-Q-R?

- A) R — Risk check: how high is the error risk?
- B) Q — Source check: where does the information come from?
- C) P — Plausibility check: does this make sense?
- D) F — Format check: is the output format correct?

Question 6 How do you make AI-generated texts more authentic?

- A) Use the text unchanged
- B) Remove AI phrases and incorporate your own writing style
- C) Always translate texts into English
- D) Only have AI create texts under 100 words



Please keep the browser tab open → continue right here after the break

Thinking task: Write a first RCTF prompt for your own task.

Tanja's Monday — Now with AI.

BEFORE (without AI)

9:00 — Type meeting minutes: 45 minutes

10:00 — Write proposal email: 30 minutes

11:30 — Research on competitors: 2 hours

AFTER (with AI)

9:00 — Meeting minutes with AI: 3 minutes ✓

10:00 — Proposal email via RCTF: 5 minutes ✓

11:30 — Research with Perplexity: 20 minutes ✓

Emails, Reports, Proposals, Social Media

E-Mail

You are a sales rep at a SaaS company. Write a follow-up email after an initial call with a prospect from the logistics sector. Tone: professional, personal. Length: 150 words.

✓ Immediately ready to send, right tone, no proofreading needed.

Report

Summarise these 5 bullet points into a structured paragraph for a management report. Tone: factual, precise. No generic AI phrases.

✓ Management-ready summary in under 30 seconds.

Social Media

Write 3 LinkedIn post variants for our new product line [X]. Target audience: HR directors at companies with 200+ employees. Format: max. 150 words, 3 hashtags.

✓ 3 variants to choose from — week's posting schedule done.

Your Text Prompt — Live Now

Take your text task from the opener and prompt it live — here in the chat.



1. Write RCTF prompt: Role · Context · Task · Format — all 4 fields



2. Enter prompt directly here — I'll run the AI demo for you



3. Evaluate output: Does tone, length and format match your expectation?



4. Re-prompt: Build in one concrete improvement — compare result directly

Evaluate PDFs, Market Analyses, Fact-Checking



Research with Perplexity

1. Enter your question: "What are the most important AI regulations in 2025?"
2. Perplexity shows answer with source links
3. Each source directly verifiable — no hallucination risk
4. Summary → ChatGPT → report format



PDF & Document Analysis

1. Upload PDF to Claude or ChatGPT
2. Prompt: "Summarise the 5 most important findings"
3. Prompt: "What risks are mentioned in the document?"
4. Prompt: "Create a table of all action recommendations"

Your Research Workflow — Live Now

Two-stage workflow: Facts with Perplexity first, then analysis with Claude or ChatGPT.



1. Ask research question in Perplexity — check answer with sources (P-Q-R LOW)



2. Build Perplexity result as context into RCTF prompt — run analysis here



3. QA check: which level (LOW / MEDIUM / HIGH)? What do you check concretely?



4. Bring result into desired format: report · table · summary

Generating Ideas, Overcoming Blocks



Generate ideas

"Name 20 ideas for an onboarding concept for remote employees"

"What unexpected applications does [Product X] have in the logistics sector?"

"Generate 5 creative campaign names for our new product."



Change perspective

"What objections would a critical CFO have against our strategy?"

"What would Jeff Bezos criticise about this business model?"

"Explain this concept as if you were talking to a 12-year-old."



Find structure

"Create an outline for a presentation on [topic]"

"What questions should I ask in this interview?"

"Break this project down into 10 concrete tasks with time estimates."

20 Ideas — Your Real Challenge

Name a real challenge — and let AI accelerate your idea process.



1. Enter prompt: "Name 20 ideas for [your challenge]" — read them all



2. Choose the 3 best ideas and have them elaborated further



3. Perspective shift: "What would a critical CFO find fault with in your top idea?"



4. Have the best idea converted into concrete next steps

Bernd's AI Workflow — From Brief to Result

TASK (Friday Evening)

16:00 — Research energy prices: 90 minutes manually

17:30 — Write board report: 45 minutes

18:15 — Revision by colleague: 30 minutes

WITH AI WORKFLOW (Monday Morning)

9:00 — Perplexity: research with sources: 5 minutes ✓

9:05 — RCTF prompt: report draft: 10 minutes ✓

9:15 — P-Q-R check + re-prompting: done: 10 minutes ✓

The Most Common AI Mistakes — And the Solution



Prompt Mistakes

"Name 20 ideas for an onboarding concept for remote employees"

"What unexpected applications does [Product X] have in the logistics sector?"

"Generate 5 creative campaign names for our new product."



Usage Mistakes

"What objections would a critical CFO have against our strategy?"

"What would Jeff Bezos criticise about this business model?"

"Explain this concept as if you were talking to a 12-year-old."



Output Mistakes

"Create an outline for a presentation on [topic]"

"What questions should I ask in this interview?"

"Break this project down into 10 concrete tasks with time estimates."



RCTF → Execute → Improve → Check

Your four-step professional workflow — from task to verified result.

1

RCTF-PROMPT

Role · Context · Task · Format — formulate all 4 fields

2

EXECUTE

Enter prompt → read output → first assessment

3

RE-PROMPTING

Iteratively refine: shorter · more formal · more concrete · different

4

P-Q-R CHECK

Plausibility · Sources · Risk — check risk-adaptively

The Decision Matrix

Task	ChatGPT	Gemini	Claude	Perplexity
Writing email / text	★★★★	★★★★	★★★★	★
Current research / facts	★	★★	★	★★★★
Office / Google Workspace	★★	★★★★	★★	★
Long texts / analysis (>5 pages)	★★	★★	★★★★	★
Brainstorming / ideas	★★★★	★★★★	★★★★	★★
Writing code	★★★★	★★	★★	★★

Now It's Your Turn!

Take your own real task (from Module 1) and prompt it live right now.
Answer format: 1 RCTF prompt · 1 re-prompt · QA level (LOW / MEDIUM / HIGH)



1. Formulate RCTF prompt (from Module 2)



2. Enter prompt directly here — I'll run the AI demo



3. Determine QA level (Low / Medium / High) and name the required check measure



4. If needed: re-prompting → refine result

My AI Action Plan — 3 Tasks Starting Tomorrow

1	Task & Tool	My RCTF Prompt	QA Level & Check Measure	Who sees the result?
2	Task & Tool	My RCTF Prompt	QA Level & Check Measure	Who sees the result?
3	Task & Tool	My RCTF Prompt	QA Level & Check Measure	Who sees the result?

All 3 Modules at a Glance



MODULE 1 Understanding AI

Generative AI = assistant, not an all-knowing oracle. Choose tools appropriately.



MODULE 2 Prompt Engineering

RCTF + Re-Prompting + QA-Check P-Q-R + Data Privacy = professional AI usage.



MODULE 3 AI in everyday work

3 Use Cases mastered. Own tasks successfully prompted. Plan in place.

What changes concretely for you from tomorrow?





Knowledge Check: What Have You Learned in Module 3?

Question 1 For which use case is AI strongest in the workplace?

- A) Physical work such as assembly
- B) Conducting emotional therapy conversations
- C) Text work, research and idea generation
- D) Solving hardware problems independently

Question 3 What does re-prompting mean in professional AI usage?

- A) Send the same prompt again unchanged
- B) Start a new chat thread
- C) Iteratively improve the result through targeted follow-up prompts
- D) Translate the prompt into another language

Question 5 What is the biggest difference between an AI beginner and a confident AI user?

- A) The beginner uses free tools
- B) The confident user iterates and improves their prompt in a targeted way
- C) The confident user uses AI for every task without checking
- D) The beginner writes shorter prompts

Question 2 What is the most efficient way to create meeting minutes with AI?

- A) Ask AI to freely invent a set of minutes
- B) Insert bullet points and have them converted into minutes
- C) Write manually, only have AI check spelling
- D) Only enter the participant list

Question 4 By what principle do you choose the right AI tool for a task?

- A) Always take the cheapest tool
- B) Always ChatGPT — it's the most well-known
- C) Choose the tool according to the type of task and its strengths
- D) Choose the tool the manager recommends

Question 6 What characterises a confident AI user?

- A) They use AI for everything without their own review
- B) They only use short one-sentence prompts
- C) They iterate prompts, check outputs and continuously improve
- D) They keep their AI use secret from colleagues

Your 48h Commit — What Happens Now?

1 Which task?

The task I will complete with AI tomorrow

2 My RCTF Prompt

Role · Context · Task · Format (draft)

3 QA Level & Check Measure

Low / Medium / High — what do I check concretely?

4 Who sees the result?

Stakeholder / purpose

Your template will be sent to you as a PowerPoint file by email.



5 Things You're Taking Away Today

1 RCTF is your prompt GPS: Role, Context, Task, Format — always, everywhere.

2 QA check P-Q-R protects you: Plausibility, Sources, Risk — the higher the impact, the deeper the check.

3 Your 48h Commit is in the PowerPoint template — start tomorrow with task 1, prompt and QA level.

4 Data privacy first: No sensitive data in public chatbots.

5 Iteration is the method: Re-prompting is not a weakness — it's professional behaviour.

Where Is AI Headed — And What Does That Mean for You?



AI Agents

Autonomous AI carries out multi-step tasks without human input — already available in early products today.



Multimodality

Text, images, audio, video — AI processes and creates everything in one. ChatGPT-4o already shows this today.



AI in Law

EU AI Act in force since 1 August 2024; most provisions fully applicable from 2 August 2026. Companies need AI governance and compliance processes.



Personalised AI

Tools learn your style, preferences and context. Custom GPTs and Copilot extensions are growing.

Before We Say Goodbye...

1

What is the most important insight you're taking away from this training?

2

What will you specifically try in the next 48 hours?

3

What was missing or unclear? Where do you still need support?



Congratulations!

You are now ready to use AI confidently in your working day.

- ✓ Apply the RCTF Framework
- ✓ Use the QA check P-Q-R
- ✓ Implement the 48h Commit
- ✓ For questions: Q&A session in 2 weeks

Good luck!

Follow-up

- 1-page PDF
- Prompt Cheat-Sheet
- AI Action Plan Template
- Q&A session in 2 weeks
- Reflection questions by email



Set Up Now — Ready in 3 Minutes

ChatGPT · OpenAI

 <https://chat.openai.com>

1. Open chat.openai.com 2. Click 'Sign up' 3. Email + password 4. Confirm email

✓ Free: GPT-4o (limited), GPT-3.5 unlimited

Claude · Anthropic

 <https://claude.ai>

1. Open claude.ai 2. Click 'Sign up' 3. Email + password 4. Confirm email

✓ Free: Claude 3.5 Sonnet (daily limit)

Gemini · Google

 <https://gemini.google.com>

1. Open gemini.google.com 2. Sign in with Google account 3. Ready to use immediately!

✓ Free: Gemini 1.5 Flash, Google Search integrated

Perplexity · Perplexity AI

 <https://www.perplexity.ai>

1. Open perplexity.ai 2. Usable immediately without login! 3. Optional: account for history

✓ Free: Unlimited searches with source citations

More Options & First Steps

Grok · xAI

 <https://x.ai/grok>

1. Open x.ai/grok 2. Sign in with X (Twitter) account 3. Start straight away

✓ Free: Grok 2, real-time data from X/Twitter
⚠ In corporate contexts: only on request — not actively recommended

Copilot · Microsoft

 <https://copilot.microsoft.com>

1. copilot.microsoft.com 2. Sign in with Microsoft account 3. Directly integrated in Office 365

✓ Free: basic version. Pro version possibly included in M365 subscription

QUICK-START TIPS FOR YOUR FIRST PROMPT

- 1 Start with a real task — no test prompt. Real task = real learning effect.
- 2 Use RCTF: Role → Context → Task → Format. All 4 fields, always.
- 3 Bad output? Re-prompt instead of starting over: 'Make it shorter / more formal / with example.'
- 4 Compare: Type the same prompt in ChatGPT AND Claude. The difference often surprises.



Glossary — The Most Important Technical Terms of the Training

Generative AI

AI that creates new content on request — texts, images, code. Contrast: invisible AI (spam filter, recommendations) running quietly in the background.

LLM

Large Language Model — an AI model trained on vast amounts of text that understands and generates language. The foundation of ChatGPT, Claude and others.

Prompt

The input or request sent to an AI. The quality of the prompt directly determines the quality of the output.

Prompt Engineering

The art of formulating prompts so that the AI delivers optimal results — through clear role, context, task and format (RCTF).

RCTF Framework

Structure for professional prompts: Role (who is the AI?), Context (background), Task (assignment), Format (desired output).

Hallucination

AI invents plausible-sounding but false information. Not intentional — AI calculates probabilities, does not fact-check.

Training Cutoff

The date after which the AI has no more recent information. Current events after that are unknown to it and must be added manually.

Token

The smallest processing unit of an LLM — approx. 0.75 words. The maximum number of tokens per request limits how much text the AI can process.

Chain-of-Thought

Prompt technique: the AI is instructed to think step by step and make its reasoning visible. Significantly improves complex analyses.

Zero-Shot Prompting

Direct request without examples. Works well for clearly formulated, simple tasks — ideal as an entry point with the RCTF framework.

Re-Prompting

Iterative refinement of the AI result through targeted follow-up prompts: shorter, more formal, with example. Distinguishes professionals from one-time users.

QA-Check P-Q-R

3-step check for AI outputs: Plausibility (does it make sense?), Sources (where does the information come from?), Risk (what happens if there's a mistake?).

EU AI Act

EU law regulating AI by risk class (minimal to unacceptable). In force since 1 August 2024; most provisions fully applicable from 2 August 2026. Applies to manufacturers and users of AI systems.

GDPR

General Data Protection Regulation — EU law protecting personal data. Prohibits entering customer data into public AI tools.

AI Bias

Distortions in AI output due to one-sided training data, e.g. stereotypes or unbalanced representations. Review outputs critically.

Training Data

Texts, images and data on which an AI model was trained. They determine what the AI knows and how it responds to prompts.



AI Can Do More — Beyond the Office Too

Travel Planning

"Plan a 5-day trip to Lisbon for 2 people, budget €1,500, with tips on restaurants and sights."

"Create a daily packing list for a hiking week in the Alps in October."

Learning & Development

"Explain the basic principles of spaced repetition as if I were 15 years old — with everyday examples."

"Create 10 learning cards (question + answer) on the EU AI Act for a business professional."

Nutrition & Health

"Create a weekly meal plan (1,800 kcal, little meat) with shopping list and preparation time under 30 min/day."

"Name 10 high-protein breakfast ideas that can be prepared in under 5 minutes."

Everyday Life & Household

"Write a professional defect notice to my landlord regarding moisture damage. Tone: factual, legally correct."

"Create a household plan for 2 people: tasks, frequency, responsibilities in table form."