PROMPT GUIDE FOR PUBLIC SERVANTS

50 EXAMPLE CHATGPT PROMPTS AND BEST PRACTICES FOR PUBLIC SERVANTS

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EXAMPLE PUBLIC SECTOR PROMPTS

The example prompts below have been curated to demonstrate how public sector employees can use generative AI technologies, like ChatGPT, to increase efficiency, eliminate manual administrative work, and enhance their day-to-day tasks. By leveraging the power of generative AI, these example prompts address a wide range of functions, from drafting communications and analyzing data to creating strategic plans and evaluating policies. To use, simply paste the relevant text into the bracketed areas and utilize the AI-generated responses to save time and augment your existing workstreams.

1. Generate a summary of the key points from this [Paste Policy Text].

2. Draft an email response to this citizen inquiry [Paste Inquiry Text].

3. Provide instructions for creating a visual representation, such as a chart or graph, for this [Paste Data Source Text].

4. Create a list of potential risks and mitigation strategies for this [Paste Project Description Text].

5. Draft a press release for this [Paste Event or Announcement Text].

6. Create an outline for a presentation on [Paste Topic Text] for a public sector audience.

7. Write a concise briefing note on this [Paste Issue or Policy Text].

8. Generate a list of frequently asked questions and answers for this [Paste Government Program Text].

9. Identify key potential stakeholders and their interests for this [Paste Project or Initiative Text].

10. Create an executive summary of this [Paste Research Report Text].

11.   Write a social media post to promote this [Paste Event or Initiative Text].

12.   Summarize the findings of this [Paste Survey or Study Text].

13.   Draft a meeting agenda for a discussion on [Paste Topic Text].

14.   Write a letter to a constituent addressing their concerns about [Paste Issue Text].

15.   Develop a project plan for this [Paste Project Description Text] with milestones and deadlines.

16.   Analyze the budget data from this [Paste Financial Document Text] and identify areas for cost savings.

17.   Create a set of recommendations for improving this [Paste Process or Procedure Text].

18.   Write a grant proposal for this [Paste Project or Program Text].

19.   Generate a list of key performance indicators for this [Paste Department or Initiative Text].

20.   Draft a memo to update stakeholders on the progress of this [Paste Project or Initiative Text].

21.   Create talking points for a public meeting on [Paste Topic or Issue Text].

22.   Develop a policy proposal for this [Paste Problem or Challenge Text].

23.   Write a job description for a new position in the [Paste Department or Agency Text].

24.   Create a set of interview questions for a candidate applying to this [Paste Job Position Text].

25.   Draft a request for proposals (RFP) for this [Paste Project or Service Text].

26.   Write a report on the impact of this [Paste Legislation or Policy Text] on the community.

27.   Develop a communication plan for this [Paste Initiative or Campaign Text].

28.   Create a training module for employees on [Paste Topic or Skill Text].

29. Draft a performance evaluation for this [Paste Employee or Team Member Text].

30. Analyze the feedback from this [Paste Public Consultation or Survey Text] and identify key themes.

31. Write a letter of support for this [Paste Organization or Project Text].

32. Create a SWOT analysis for this [Paste Department or Program Text].

33. Develop a risk assessment for this [Paste Event or Situation Text].

34. Write an op-ed on the importance of this [Paste Policy or Initiative Text].

35. Draft a speech for a public official on [Paste Topic or Issue Text].

36. Summarize the key points of this [Paste Meeting or Conference Text].

37. Create a set of best practices for this [Paste Process or Task Text].

38. Write a case study on the successful implementation of this [Paste Policy or Initiative Text] highlighting [Implementation Benefits or Takeaways].

39. Develop a public engagement strategy for this [Paste Project or Issue Text].

40. Create a timeline of key events related to this [Paste Policy or Initiative Text] based on [Paste List of Relevant Activities].

41. Write a white paper on the benefits and challenges of this [Paste Technology or Trend Text].

42. Draft an annual report for this [Paste Department or Agency Text] highlighting [List of Updates, Key Activities, Changes].

43. Create a checklist for this [Paste Process or Task Text].

44. Write a set of example guidelines for this [Paste Program or Initiative Text].

45. Develop a strategic plan for this [Paste Department or Agency Text].

46. Analyze the data from this [Paste Report or Study Text] and identify key trends.

47. Create a list of resources for citizens on [Paste Topic or Service Text].

48. Draft a contingency plan for this [Paste Event or Scenario Text].

49. Write a progress report for this [Paste Project or Initiative Text].

50. Develop a set of evaluation criteria for this [Paste Program or Policy Text].

PROMPT ENGINEERING WITH CLARIFIERS

When using ChatGPT, prompts play a crucial role in guiding the AI model to generate useful and relevant responses. To craft effective prompts, start by providing clear and concise instructions on the information or assistance you need. Including specific details, such as budget, population, targeted demographics, or any other contextual factors, can help improve the accuracy and relevance of the generated response. To incorporate these clarifiers, simply add the appropriate details within the text of the prompt. Remember that phrasing your prompt as a question or a direct request can also help guide the AI's response. By carefully crafting your prompts and including relevant context, you can maximize the benefits of ChatGPT, ensuring that it provides valuable insights and support for your public sector tasks and decision-making processes.

Example Clarifiers to Include in Your Prompt

- Budget: [Insert Amount]

- Population: [Insert Number]

- Targeted Demographics: [Specify Age Group, Income Level, etc.]

- Targeted Impacts: [List Desired Outcomes, e.g., Environmental, Economic, Social]

- Historical Data Points on Impact: [Mention Relevant Data or Trends]

- Geographic Region: [Specify Urban, Rural, or Specific Region]

- Time Frame: [Indicate Short-term, Medium-term, or Long-term]

- Policy or Initiative Context: [Describe Relevant Background Information]

- Stakeholder Groups: [List Key Stakeholders Involved]

- Resource Constraints: [Mention Limitations, e.g., Staff, Funding, Technology]

- Prioritization Criteria: [Specify Factors for Decision-making]

- Collaboration Opportunities: [Identify Potential Partnerships]

- Accessibility Requirements: [Mention Needs for Disabled or Other Specific Groups]

- Sustainability Goals: [List Environmental or Social Sustainability Objectives]

- Cultural or Historical Considerations: [Describe Relevant Context]

These prompts clarifiers can be added in a natural conversational form. Examples: Considering a budget of [Insert Amount], For a rural community with a population of [Insert Number], With a focus on low-income households, Given the high percentage of elderly residents in the community, Taking into account the region's climate and geography, etc.

ROLE-PLAYING WITH PROMPTING

Public servants can also use ChatGPT to roleplay both internal and external conversations, simulating interactions with various stakeholders, such as council members, city managers, CFOs, concerned citizens, small business owners, and more. This can help them improve their communication skills, understand different perspectives, and enhance their decision-making processes.

Here are some example roles and prompts that a public servant might use for roleplaying with ChatGPT:

Role: City Council Member

Prompt: As a city council member, ask me relevant questions and critique my responses as I present elements of my proposal for improving public transportation.

Role: City Manager

Prompt: As a city manager, provide feedback on my proposed plan to streamline city services using digital technology, and suggest potential improvements or areas of concern.

Role: CFO

Prompt: As a CFO, evaluate my proposed budget for the upcoming fiscal year, focusing on the allocation of resources to key infrastructure projects.

Role: Concerned Citizen

Prompt: As a concerned citizen, question the impact of the new housing development on our community's resources and infrastructure, and suggest alternatives.

Role: Small Business Owner

Prompt: As a small business owner, provide input on my proposal for a new economic development initiative aimed at supporting local businesses.

Role: Parent of a Student

Prompt: As a parent of a student in the local school district, provide input on a new proposed project that the district is considering implementing.

By using prompts like these, public servants can engage in realistic conversations with ChatGPT, allowing them to practice their communication skills, explore a variety of situations, and develop a deeper understanding of the perspectives and concerns of various internal and external stakeholders. This can ultimately help public servants become more empathetic, responsive, and effective in their roles.

PROMPTING BEST PRACTICES

When interacting with ChatGPT, crafting contextual prompts is essential to having the AI provide accurate and relevant responses. Below are best practices for prompting that can

help you optimize the quality of your prompts to increase the relevancy of the generated outputs.

1. **Be specific:** Clearly articulate the desired outcome, format, or type of response you are looking for to guide the AI model in generating an appropriate response.

2. **Keep it concise:** Although providing context is crucial, try to keep your prompt concise and focused to avoid overwhelming the model with unnecessary information.

3. **Use proper grammar and punctuation:** Writing your prompt with correct grammar and punctuation helps the model better understand the context and provide a more accurate response.

4. **Experiment with different phrasings:** If you're not getting the desired output, try rephrasing your prompt or approaching the topic from a different angle to guide the AI model more effectively.

5. **Break complex tasks into smaller parts:** For more complex requests, consider breaking down the task into smaller, manageable questions or steps, and provide each as a separate prompt.

6. **Use step-by-step instructions:** For some tasks, providing a numbered list of instructions can help guide the AI model to generate a more structured and accurate response.

7. **Set response constraints:** If you require a specific length or format for the response, explicitly mention it in the prompt to guide the AI model in generating an appropriate output.

8. **Provide examples:** Including examples of desired responses or output formats within your prompt can help the AI model better understand your expectations.

9. **Iterate and refine:** Don't hesitate to re-prompt the AI model if the initial response isn't accurate or relevant. This iterative process can help you fine-tune the prompting strategy and improve the quality of the generated output.

GOING FORWARD

As you explore the potential of ChatGPT to support your work in the public sector, I encourage you to experiment with different prompts and scenarios to unlock the full benefits of generative AI. However, it is crucial to emphasize the importance of establishing the right policies and clearly defined use cases to mitigate risks and ensure responsible usage.

As the pace of technological progress continues to accelerate, it is critical to address potential ethics, privacy, accuracy, and compliance issues related to the use of generative AI. Therefore, it is recommended to engage with relevant stakeholders and experts in the field to develop appropriate guidelines and policies.

I look forward to following your evolving use of generative AI as a force multiplier and welcome any feedback, ideas, or sharing of your own use cases with me as you embark upon your journey.

HELPFUL LINKS

- Learn More About Generative AI - https://www.dustinhaisler.com/generative-ai

- ChatGPT - https://chat.openai.com

- DALL-E (Image Creation) - https://labs.openai.com/

- Center for Digital Education -https://www.govtech.com/education

- Center for Digital Government - https://www.govtech.com/cdg

About Dustin Haisler
Dustin Haisler is the Chief Strategy Officer (CSO) and Chief Innovation Officer (CINO) for e.Republic - the nation's leading state and local government media and research company - and the parent company of Government Technology, Governing, and the Center for Digital Government. Dustin also serves as an Eisenhower Fellow (2019 Zhi-Xing Program) and Program Faculty for the Texas State Certified Public Management Program (CPM).