

AI Skills Workshop 2

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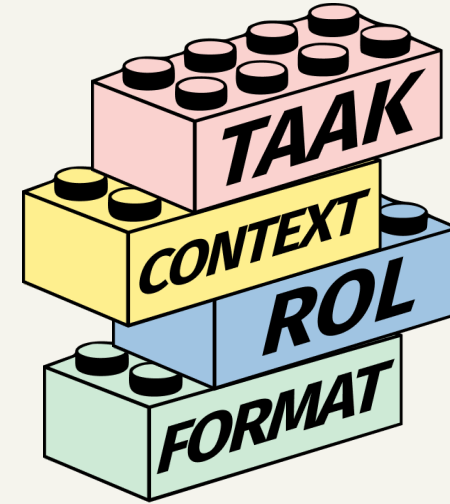
Session 1 Review



Language Model

Predicts words, learned from patterns

Output $\pm 2\%$ hallucinations, so always verify!



Prompt Building Blocks

TASK → What needs to be done?

CONTEXT → What info does AI need?

ROLE → Who should AI be?

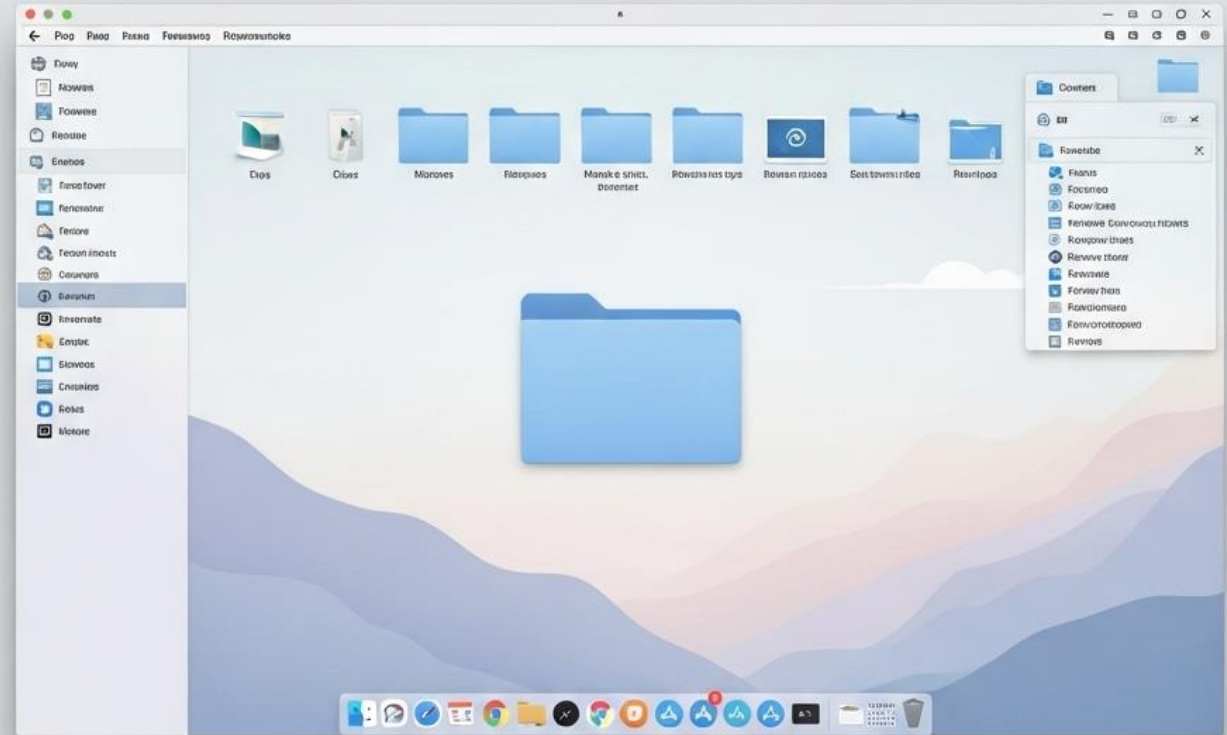
FORMAT → How do you want the result?

Agenda Workshop 2

1. **Build** your AI work environment
2. **Provide** context so AI understands you
3. **Write your Context Document**



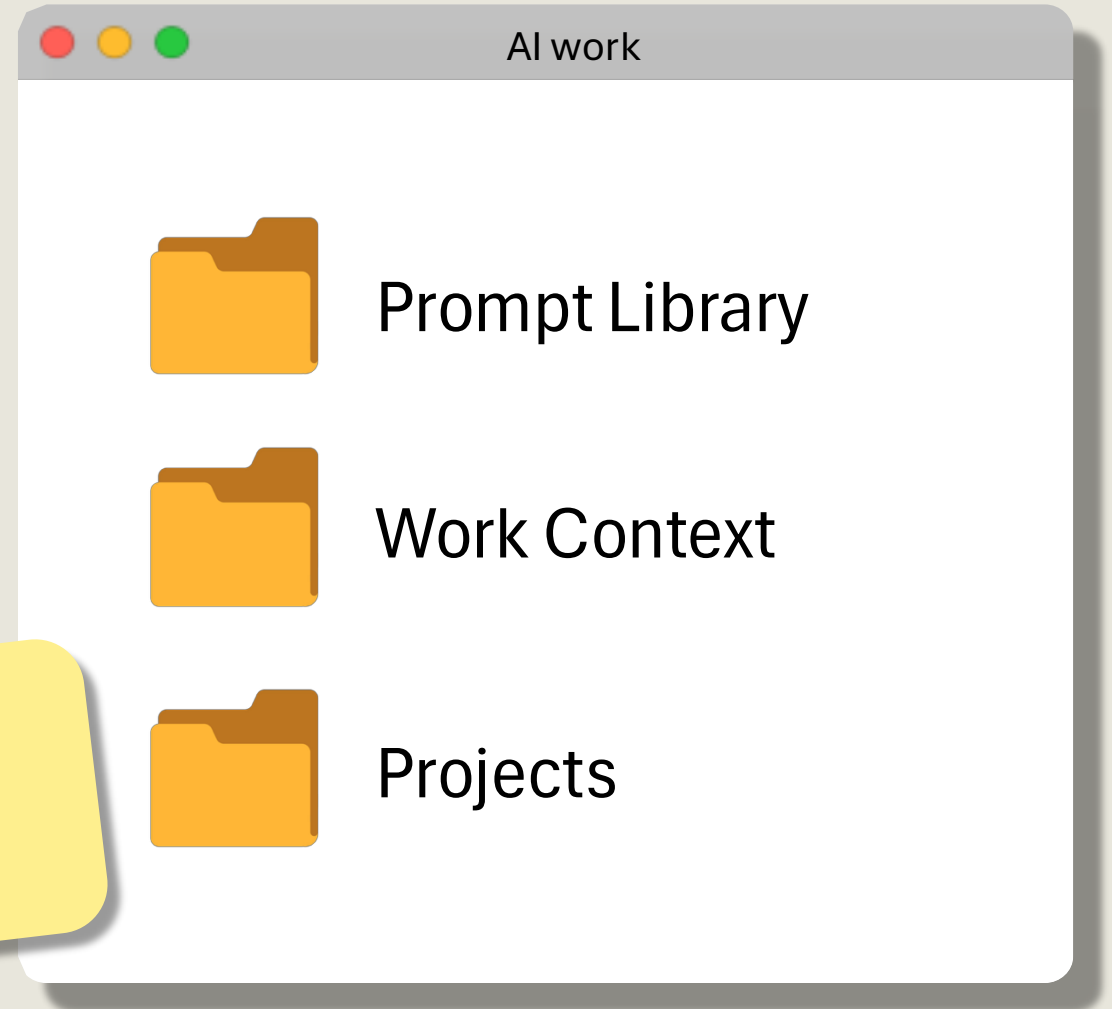
Why an AI Work Environment?



Your **AI work environment**

- 1. Prompt Library**
- 2. Work Context**
- 3. Projects**

**This is what we're
working on today**



Start Your AI Work Environment

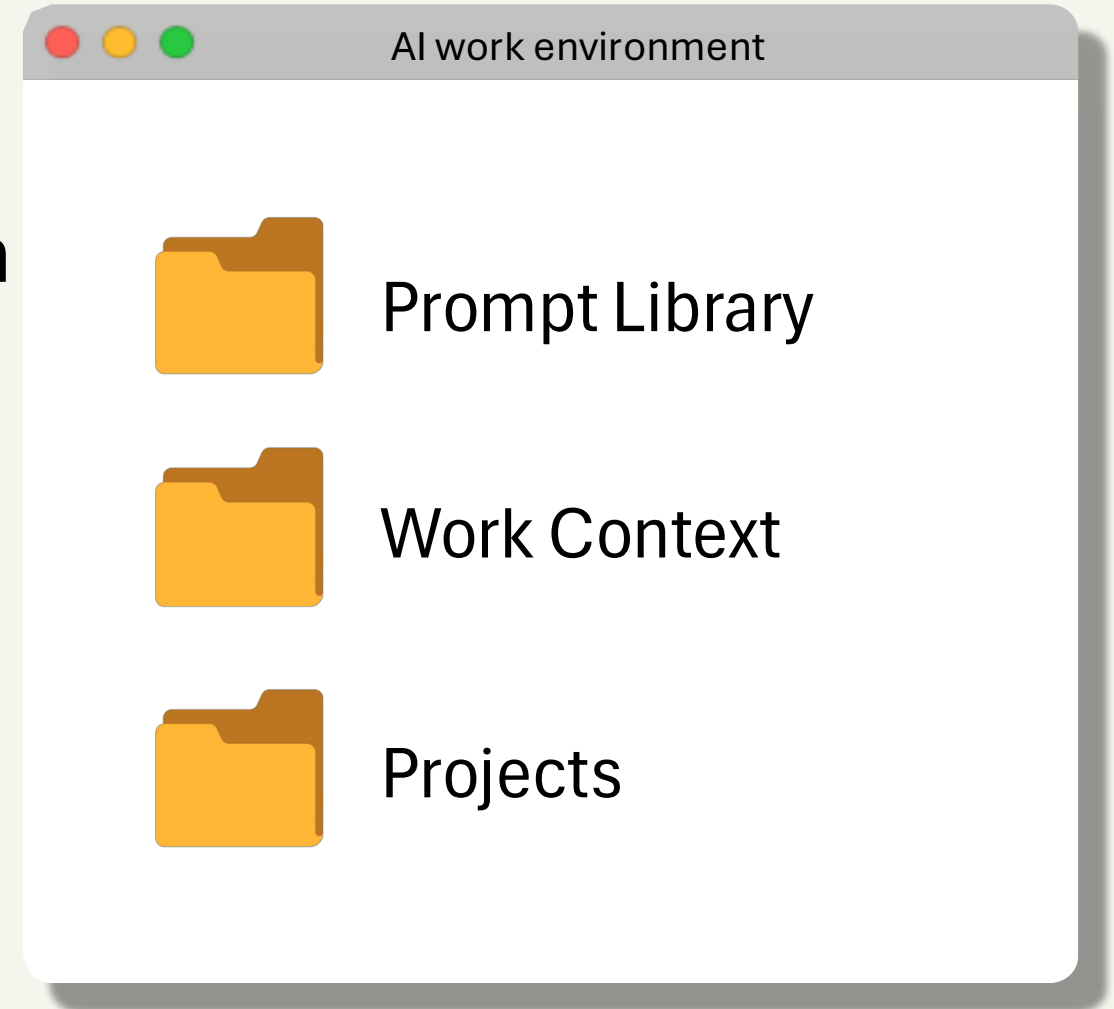
4 min



Choose a convenient location

E.g. Windows Explorer, Onenote, Apple Finder, etc.

Create 1 main folder and 3 subfolders →



What is a **Prompt Library**?



REUSABLE PROMPTS FOR RECURRING TASKS

Summarize document

Email analysis

Convert meeting transcript to minutes

-> **Prompts for your work (processes)**

Download at
core.copilot-academy.com

COPILOT ACADEMY

Prompt Library

Copilot AI skills training

Working effectively with Copilot starts with clear instructions. This library contains 10 essential prompts that you can immediately apply in your daily work.

The Prompt Formula

TASK: [Verb + Specific Goal]

CONTEXT: [Background + Details]

ROLE: [Expertise or perspective]

FORMAT: [Structure + Form of the final result]

SIMPLE EXAMPLE:

TASK: Summarize this meeting report

CONTEXT: MT meeting Jan 15, 12 participants

ROLE: You are an executive assistant

FORMAT: 5 bullets + action list in a table

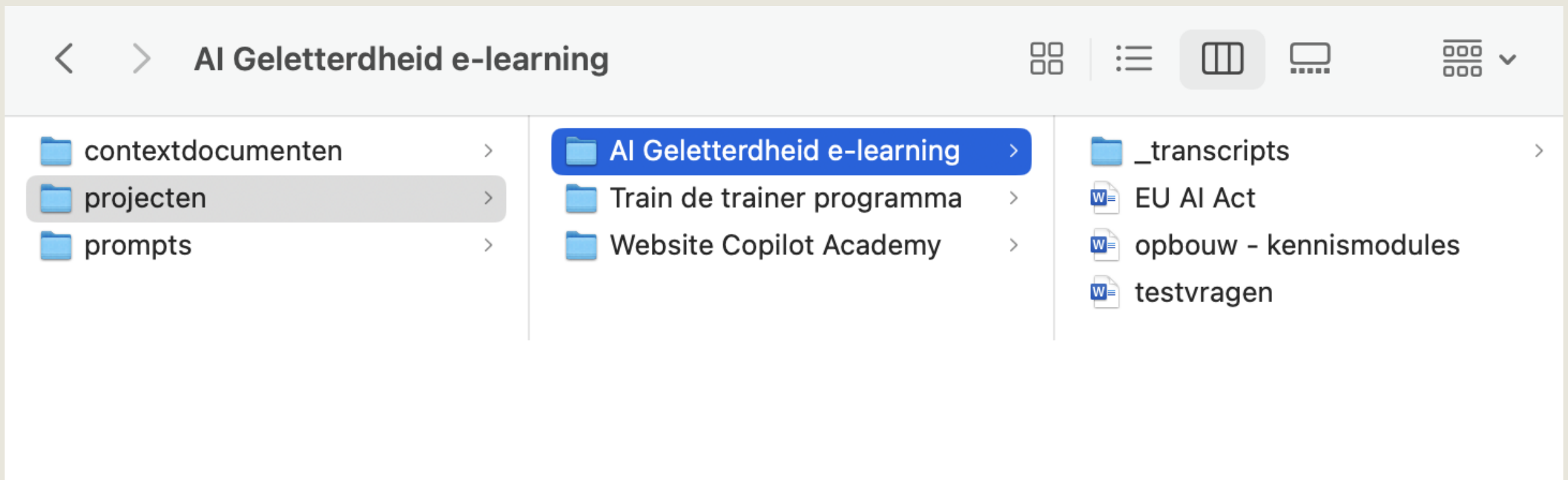


Projects

What is a **project folder**?



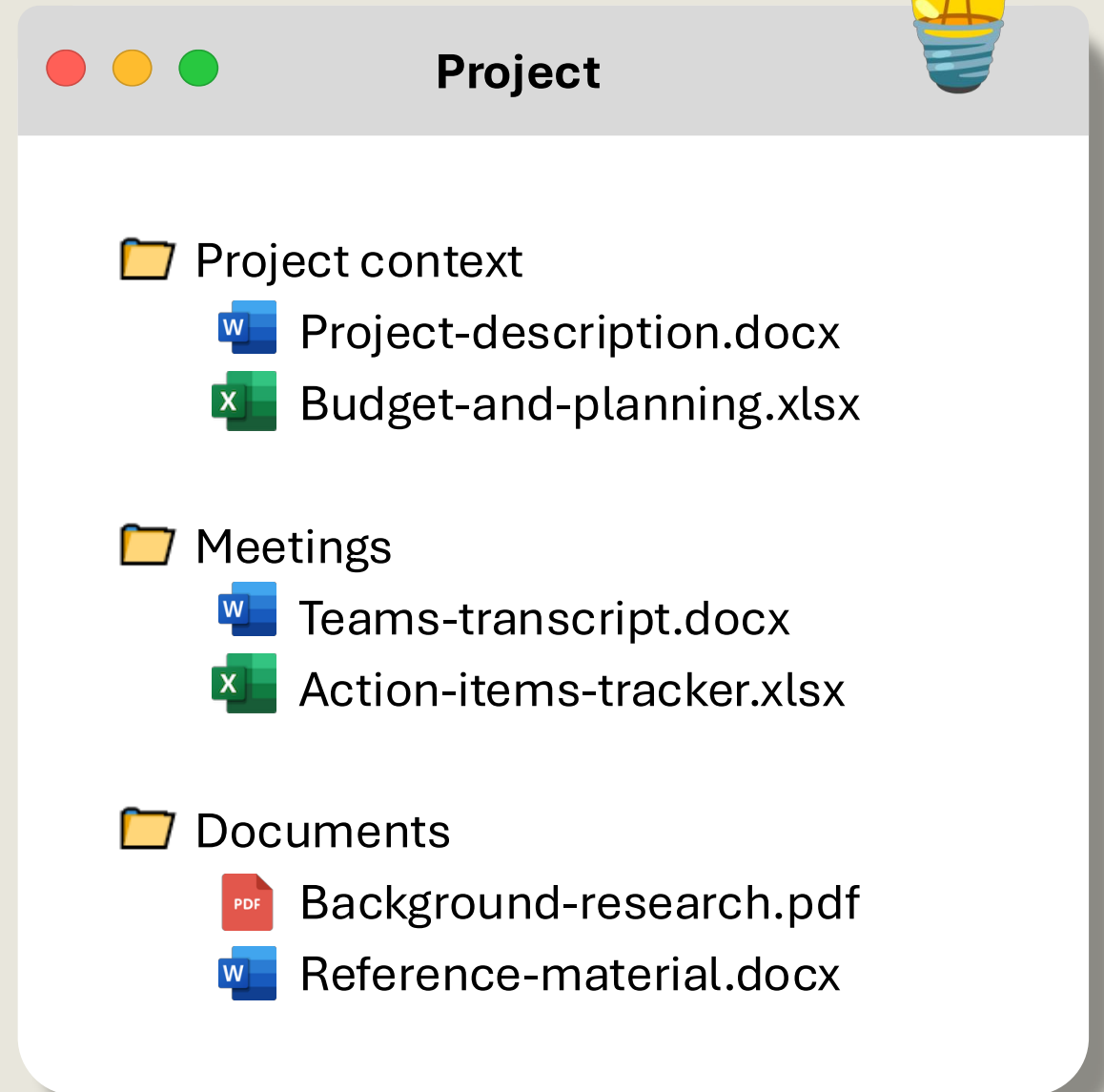
All information, prompts and context for 1 project.



Why a project folder?

Original sources as
input for AI.

But also to **preserve!**





Context Management

Organize information for AI

PROBLEM



Start a new chat

**New Chat is
a blank
sheet..**

Everytime!

PROBLEM

Copilot is **NOT** trained on your

- X .. Internal documents
- X .. Roles and teams
- X .. work processes
- X .. Culture and jargon

PROBLEM

Training data is inconsistent

Assets BNG BANK?

€ 120 billion?

€ 150 billion?

€ 91.4 billion?

ChatGPT 5 ▾

BNG Bank heeft circa 300 publieke klanten en een balanstotaal van ongeveer €120 miljard.

Gemini

BNG Bank bedient klanten in de Nederlandse publieke sector (zoals gemeenten, woningcorporaties en zorginstellingen) en heeft een balanstotaal van meer dan 150 miljard euro

 Copilot ⓘ

BNG Bank heeft ongeveer 1.000 klanten en een kredietportefeuille van €91,4 miljard.

→ This is why you need to provide context

SOLUTION



WE need to provide the Context
that AI needs for a good result.

Without context → generic output

With context → relevant output

DEFINITION

Context document

A blue icon representing a Microsoft Word document, featuring a white letter 'W' on a blue square background with a slight shadow effect.

A structured text file
with comprehensive information for
an task, process or project.

AI reads this at once and uses it consistently.

What types of context documents?

Narrow, personal

Broad, organizational



TASK CONTEXT

**MT meeting
preparation**

PROJECT CONTEXT

**HR system
migration**

PRODUCT CONTEXT

**Product
catalog**

TEAM CONTEXT

**EMEA
sales team**

STRATEGY CONTEXT

**Sustainability
Plan 2027**

"Write a message to our customers about the new way of working."



Without context

Wrong tone and style
Invents names and facts
Generic and impersonal
50% rewriting needed



With context document

Matches communication style
Correct names and data
Recognizable as organization
Minor adjustments

Break



Agenda Workshop 2

1. Build your AI work environment



2. Provide context so AI understands you

3. Structuring tasks with prompts

Context example

Biweekly meeting
with the management team

Where are we heading?

PROMPT SESSION 1

TASK: Create a summary of the management team meeting based on the transcript.

CONTEXT:

A biweekly meeting with the management team (5 participants).

The most important organizational developments and projects for the upcoming quarter are discussed.

The management team consists of the director, head of projects, head of operations, financial manager and HR manager.

The meeting lasts 90 minutes and covers financial results, ongoing projects, HR matters and strategic initiatives.

PROMPT SESSION 2

TASK: Create a summary of the MT meeting based on the transcript.

Use: [MT-context.docx]



MT-context.docx

 Option 1

Long **prompt**

Minimal **context**

 Option 2

Minimal **prompt**

Comprehensive
context

PROMPT

Create a summary of the meeting based on the transcript.

PROMPT

Create an analysis of this board document for the management team

PROMPT

Create an onboarding program for the new executive assistant.



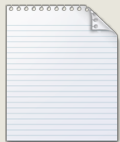
MT-context.docx



MT-context.docx



MT-context.docx



meeting transcript.txt



Report.pdf



Assistant-profile.pdf

Demo context doc: v0.1 → v1.0

Context: Vergaderstukken MT voorbereiden

Versie 0.1 | Bijgewerkt: 2026-02-10
Eigenaar: Sanne de Wit
Categorie: vergaderstukken

1. Organisatie en rol

Sanne de Wit, stafmedewerker van het Managementteam bij ConnectNL (Nederlandse telecom, 2,5M klanten, hoofdkantoor Utrecht). Ik rapporteer aan Linda Bakker (Directeur Operations) en ondersteun het MT bij vergadervoorbereiding.

2. Hoofdtak en werkproces

Ik bereid de tweewekelijkse MT-vergadering voor. In 3 stappen:

1. Agenda opstellen op basis van lopende actiepunten en input van de MT-leden
2. Stukken per onderwerp bundelen, inclusief actielijst vorige keer
3. Eén PDF verspreiden, 24u voor de vergadering

3. Gewenst resultaat

Wat: PDF-vergaderpakket met agenda, stukken per onderwerp en actielijst vorige keer
Wie: 5 MT-leden (Linda Bakker, Marco de Jong, Pieter van Dijk, Sarah Mensink, Ahmed Hassan)
Wanneer: Elke 2 weken, maandagochtend vóór de dinsdag-vergadering
Goed als: alle stukken per onderwerp gebundeld, actielijst vorige keer gekoppeld aan actuele besluiten, geen losse bijlagen per mail

4. Aandachtspunten

Vaktermen: MT = Operationeel Managementteam; OR = Ondernemingsraad (relevant bij personele besluiten)

V0.1 = Task Context
± 150 words

Context: Stafmedewerker MT ConnectNL

Versie: 1.0
Eigenaar: Sanne de Wit (s.dewit@connectnl.nl)
Categorie: rol-context, managementteam, MT-ondersteuning

1. Organisatie en rol

Sanne de Wit, stafmedewerker MT bij ConnectNL. Ik ondersteun het Operationeel MT bij vergadervoorbereiding, notulen en opvolging van actiepunten. Ik rapporteer aan Linda Bakker (Directeur Operations).

ConnectNL is een Nederlandse telecom-provider met 2,5 miljoen klanten in mobiel, internet en zakelijk. Hoofdkantoor in Utrecht.

Mijn verantwoordelijkheden:

- Vergaderstukken voorbereiden en bundelen
- Notulen maken, besluitenregister en actiepuntenlijst bijhouden
- Kwartaalstukken samenvatten voor MT-bespreking
- Nieuwe collega's in de MT-ondersteuning inwerken
- Eerste aanspreekpunt tussen MT en organisatie

Het MT (5 personen):

Naam	Rol	Mail
Linda Bakker	Directeur Operations	l.bakker@connectnl.nl
Marco de Jong	Hoofd Customer Service	m.dejong@connectnl.nl
Pieter van Dijk	Hoofd Network Operations	p.vandijk@connectnl.nl
Sarah Mensink	Hoofd Technical Support	s.mensink@connectnl.nl
Ahmed Hassan	Hoofd Sales & Retention	a.hassan@connectnl.nl

V1.0 = Role Context
± 600 words

Today's focus: 1 task!

**Pick the ‘doable’
task you want to
work on.**

EXAMPLES

Prepare monthly report

Prepare and follow up on meetings

Draft a project proposal or advisory

No idea? Ask Copilot!

- AI Skills Training
 - Overzicht
 - Workshop 1
 - Workshop 2**
 - Downloads
- REFERENTIE ^
- Prompting
 - Hallucinaties
 - Context

Download Word template

1 Workshop Toolkit
Kopieer een prompt en plak hem in je AI-tool.

2

1 Download context document	Template	Voorbeeld
2 Context document opzetten	Kopieer prompt	
3 Context document verbeteren	Kopieer prompt	

NL basis.copilot-academy.nl

GB core.copilot-academy.com

Activity: create your own context document

15 min



Where do you work?
What is your role and task?

What is your main task?
Describe it in 3 steps

What does the final product look like?

Terms, guidelines, do's & don'ts



1. Organization and role

Marieke de Bakker, I work at BNB Bank, as a financing specialist, I help municipalities with loans for schools and swimming pools.

2. Main task and work process

I advise the municipality of Utrecht on financing for the renovation of De Kwakel swimming pool (planning 2027, budget €4.2M).

1. Municipality submits financing application
2. I analyze their financial situation
3. ...

3. Desired end result

What: Financing proposal with different options

Who: Alderman for Finance of the municipality (Mark van den Berg)

When: Within 5 working days after request

4. Points of attention

Technical terms: DSCR = Debt Service Coverage Ratio

Rule: Maximum 20% of budget in interest/repayment

Note: Sustainability is extra important



Add context document & use this prompt

IMPROVE PROMPT

Review my context document for the 3 biggest gaps.

Ask 1 question at a time (numbered options + 'other').

Wait for my answer.

Then per topic: a heading + fleshed-out answer.



Context Document

Better output

Time savings

Consistency

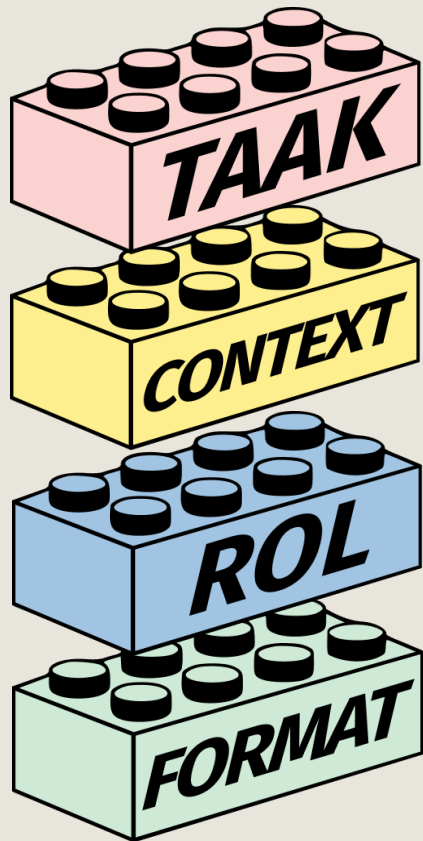
Agenda Session 2

1. Build your AI work environment
2. Provide context so AI understands you
3. Structuring tasks with prompts



Remember?

Prompt = instructions for your output



Specify the task clearly

Provide background information

Use **expertise**

Describe the **output**

Step 1: Write part 1 of your prompt

5 min



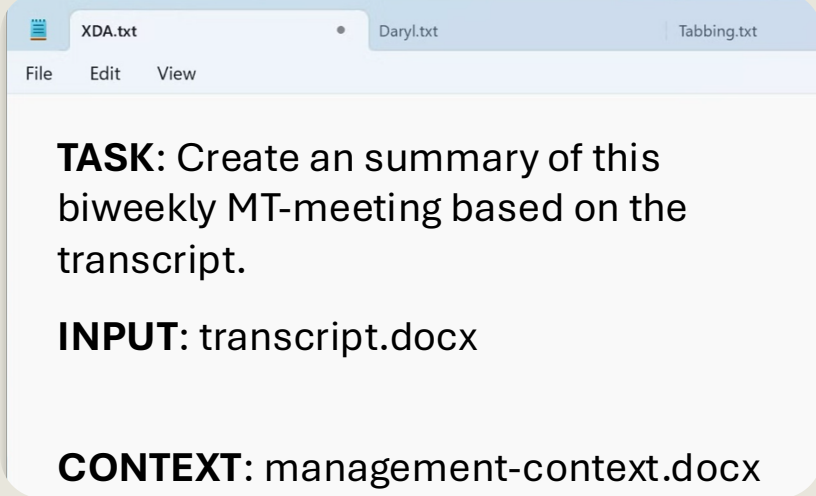
Task: Create a summary of this biweekly management team meeting based on the transcript.

Input: transcript.docx

Context: management-team-context.docx

This is an example.
Describe **your** task

Prompt + context document → test → improve



XDA.txt Daryl.txt Tabbing.txt
File Edit View

TASK: Create an summary of this biweekly MT-meeting based on the transcript.

INPUT: transcript.docx

CONTEXT: management-context.docx



management-context.docx

Send a message to Copilot

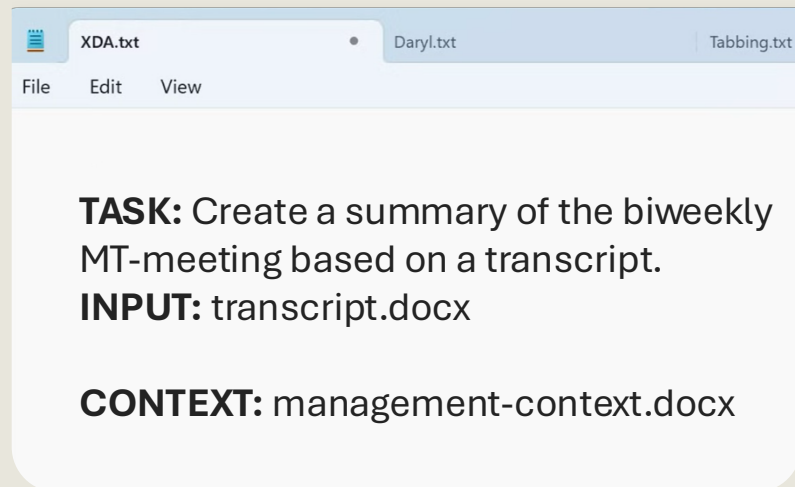
+ ... →

Output not great?

Improve your prompt
Improve your context



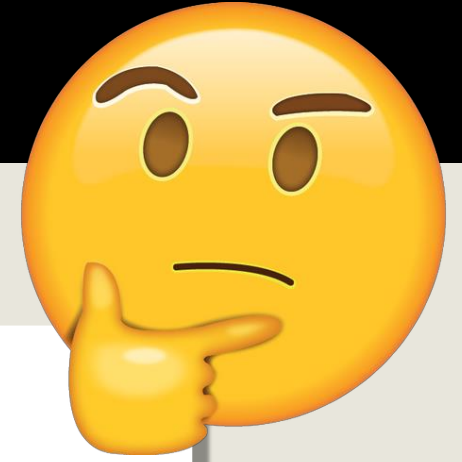
Save your prompt as a text file + context document in your AI work folder



management-context.docx



Final reflection



1. Something I will always check in AI output is...
2. The prompt tip for a colleague is...
3. The first context document I will create is...

Key Insights

AI predicts words, it doesn't think

Better context, better results

You stay in control: 60%-40%

Your Next Step

Do ONE AI experiment this week.

Bookmark your Resource Hub.

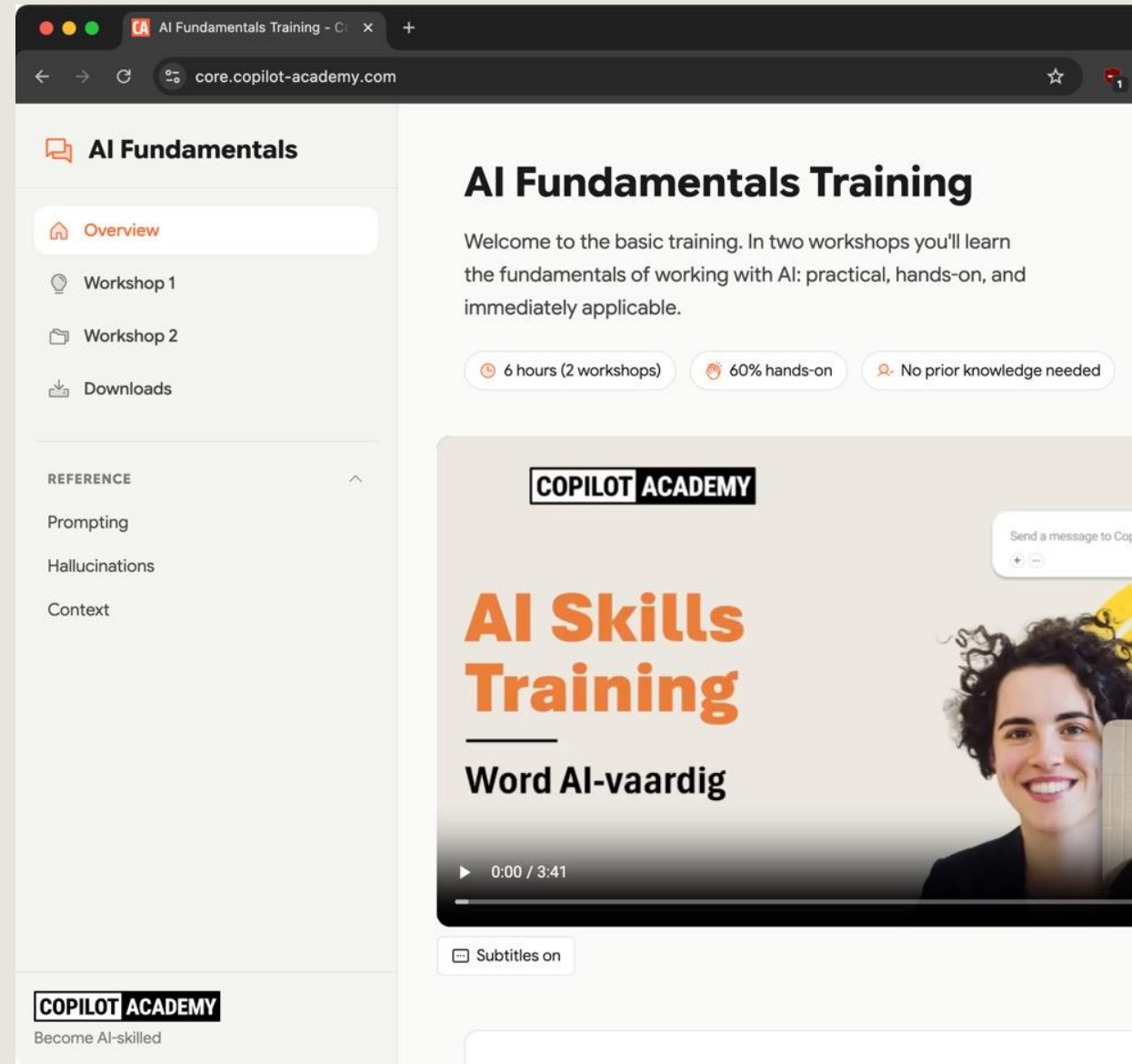
The Context Document Template

The 4-Building-Block Cheat Sheet

The slide decks

NL basis.copilot-academy.nl

GB core.copilot-academy.com



The screenshot shows a web browser window with the URL core.copilot-academy.com. The page is titled "AI Fundamentals Training" and features a navigation sidebar on the left with options: Overview, Workshop 1, Workshop 2, and Downloads. Below the sidebar is a "REFERENCE" section with links for Prompting, Hallucinations, and Context. The main content area includes a welcome message: "Welcome to the basic training. In two workshops you'll learn the fundamentals of working with AI: practical, hands-on, and immediately applicable." It also displays three key statistics: "6 hours (2 workshops)", "60% hands-on", and "No prior knowledge needed". A video player is visible, showing the title "AI Skills Training" and "Word AI-vaardig", with a progress bar at 0:00 / 3:41. The Copilot Academy logo and tagline "Become AI-skilled" are present at the bottom of the page.

Advanced Training

AI Workflow

Build an AI workflow

Learn to organize context smartly

Create templates for your work



**Context = An investment that pays for itself 100x
over**

My AI Context

Organization Context

- Company_General.docx
- Department_Marketing.docx

Project Context

- Project_WebRedesign.docx
- Project_CustomerCampaign.docx

Templates

- Template_Project.docx
- Template_Meeting.docx