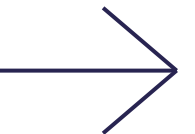




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# Welcome to Ai123!



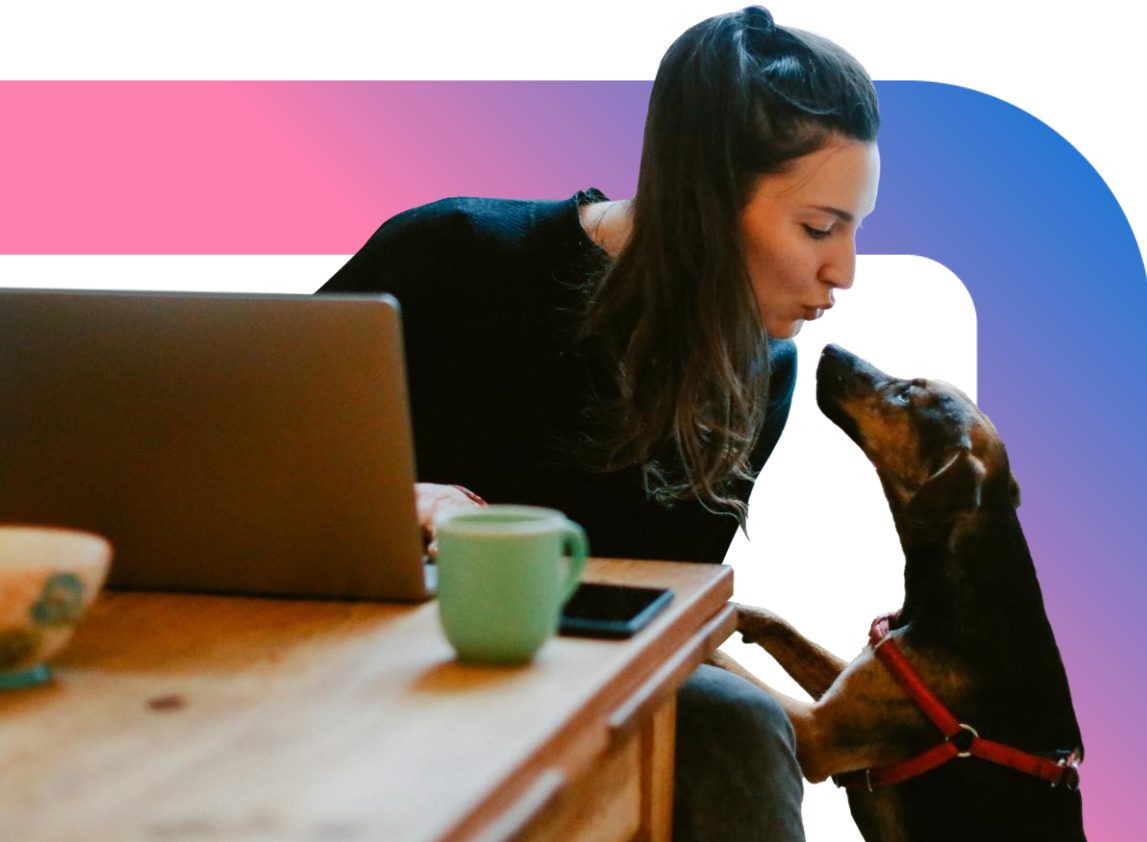
## Your first steps into AI

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# What is Ai123 and who is it for?

AI is dramatically transforming industries by increasing efficiency, innovation and providing competitive advantages, however it is also increasing the digital divide.



Neighbourly's **Ai123** volunteer campaign is for AI novices and will deliver entry-level AI knowledge for volunteer and charity networks.



**Over 64%** of small charity organisations said they were struggling to integrate AI due to limited understanding on where to start, resources and support.



This campaign will enable an army of volunteers to deliver much-needed upskilling using a **'Train the Trainer'** model, focusing on AI basics and safety.



The campaign is **accessible to everyone**, with no need to be a tech guru or have any prior AI or training experience.

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# Why we're here

- The world of work is changing fast – AI is transforming how organisations work
- 71% of employers now value AI skills above experience
- Small charities risk being left behind
- The digital divide is growing - 8.5 million people in the UK lack even basic digital skills
- Together, we'll demystify AI and help you take your first confident steps - and pass that knowledge on



# What is AI, really?

**Think of AI as a helpful assistant that learns from information**

- It can help with writing, analysis and spotting patterns
- It can improve your efficiency, accuracy, and decision-making
- It's already in tools you might use every day





# An introduction from Glen Robinson, National Technology Officer at Microsoft UK



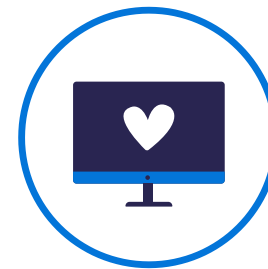
[vimeo.com/1051837209](https://vimeo.com/1051837209)

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# Why AI matters for you

- ✓ Save time on routine tasks
- ✓ Enhance your creativity
- ✓ Make better-informed decisions
- ✓ Stay competitive in a changing world



# Safety first!

- Remember: **What goes into AI stays in AI**
- Always **review AI-generated outputs**
- Keep **sensitive information private**
- Think of AI like a helpful intern – **always double-check** their work!
- Follow **organisational policies** – a basic template policy is available in the Ai123 resource hub



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## Neighbourly AI 123 - AI Policy Template - Draft

This is a draft policy template which you could adapt and use in your organisation. It's important to note that this draft policy is provided by way of guidance only, and is not intended to meet the requirements of any specific organisation. You will therefore need to carefully consider specific areas around your charity's good cause focus, to amplify and include further details as necessary, e.g. safeguarding and ensure you comply with relevant laws.

### AI Policy Document for Charity Leaders, Volunteers, and Service Users - UK

**Introduction**  
As artificial intelligence (AI) continues to evolve, charities must navigate its use responsibly and ethically. This policy document outlines guidelines for when and how AI assistants may be used within our organization while prioritizing ethics, safety, security, safeguarding, and legal compliance.

**1. Purpose of the Policy**  
This policy aims to ensure that AI technologies are used effectively, ethically, and securely, empowering our work while upholding the values and responsibilities we hold toward our beneficiaries, volunteers, and staff.

**2. Scope of the Policy**  
This policy applies to all charity leaders, volunteers, and service users who might interact with AI assistants in any capacity within the organization.

#### 3. Ethical Considerations

##### 3.1 Transparency

- Ensure clarity on how AI is used in our operations.
- Inform service users about AI involvement in their interactions.

##### 3.2 Non-discrimination

- Avoid using AI that may lead to biased or discriminatory outcomes.
- Regularly evaluate AI systems for fairness and inclusivity.

##### 3.3 Accountability

- Establish clear responsibilities for the oversight and decision-making surrounding AI use.
- Ensure that staff and volunteers understand the implications of AI decisions on individuals and communities.

##### 3.4 User Dignity

- Always respect the dignity, privacy, and autonomy of service users.
- Design interactions with AI that prioritize user well-being.

#### 4. Safety and Security

December 2024



# Understanding AI Assistants



- Different types available
- It's important to choose reputable tools
- Security considerations
- Cost implications



# Meet your new virtual assistant: Copilot

- ✓ Your friendly AI companion in Microsoft tools
- ✓ Helps with writing, analysis and ideas
- ✓ Works right where you do
- ✓ Real-time assistance capabilities
- ✓ Productivity benefits
- ✓ Safe and secure for business/organisational use



[Take me to free CoPilot](#)



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# How to talk to AI – the art of prompts

- Prompts are how you "talk" to AI
- They can be questions, statements or descriptive phrases that set the context for generating output
- Be clear and specific in your prompts
- Think about what you want to achieve
- **Simple prompt:** “*What is Artificial Intelligence?*”
- **Detailed prompt:** “*Explain the impact of AI on modern healthcare practices.*”



# Why good prompts matter

As AI continues to evolve, the importance of clear and accurate prompts will only grow, making it an essential skill for users.

- Clarity and understanding - reducing ambiguity for the AI
- Quality of output - avoiding irrelevant or incoherent answers
- Efficiency gains - enabling quicker resolution of queries
- Context importance - guiding the AI in producing tailored responses
- Bias mitigation - steering conversations towards more balanced and fair outcomes



# Time to experiment with prompt writing!

## Simple Prompts:

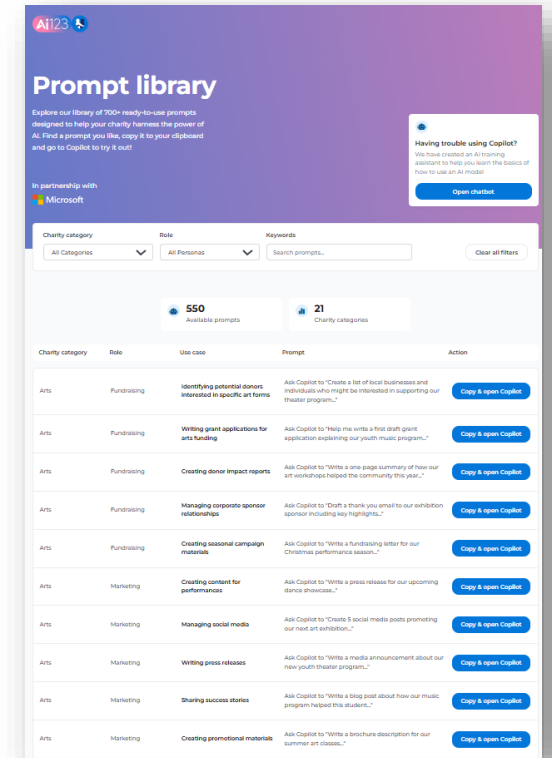
- “What is Artificial Intelligence?”
- “Summarise this document”

## Detailed Prompts:

- “Create a volunteer recruitment email emphasising digital skills”
- “Analyse our monthly donation patterns and suggest improvements”



[hub.neighbourly.com/ai-prompt-library](https://hub.neighbourly.com/ai-prompt-library)



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# Your 123 framework

## A series of things to remember, do & share

- ✓ You don't need to know technical terms - use everyday language
- ✓ AI helps write but shouldn't write *everything* for you
- ✓ AI can sometimes make mistakes or mix up facts
- ✓ You can ask AI to explain things more simply
- ✓ Don't share private information with AI
- ✓ AI helps brainstorm and explain, but doesn't make decisions for you



[Take me to the Ai123 framework](#)



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# Sharing learnings with others – top tips



## Get to know each other

Assess existing skills & understand what they are hoping to learn



## Follow the format

Start with safety, use real-life scenarios and experiment with the Ai123 Prompt Library



## Provide further resources

Provide further training links from the resource hub based on confidence or interests



## Certificate!

Provide the link to download the Ai123 learning certificate



# Final thoughts

- Ai123 is designed as a 'train the trainer' programme: please go on to share what you have learnt - with colleagues, good causes and community members
- Volunteers from businesses – head to [neighbourly.com](https://neighbourly.com) to find a charity to share your learnings with
- Charity leads – share these learnings with your team, volunteers and service users
- Remember to start small, learn gradually
- Experiment with free AI tools, and use the additional resources to further your learning



# Where to go next – certificate & further learning



[Your Ai123 learning certificate](#)



[Ai123 Trainers Resources Hub](#)



[Microsoft AI Literacy Starting Guide](#)



[Microsoft non-profit Copilot courses](#)



# Thank you

[www.neighbourly.com](https://www.neighbourly.com)

