

WORKING WITH AI

STAY CURIOUS. THINK CRITICALLY. OWN THE WORK.

AI can expand what people are capable of doing. It can help us explore, organize, draft, question, learn, analyze and create. The value does not come from surrendering judgment to a tool. It comes from combining new capability with human expertise, curiosity and responsibility.

Used thoughtfully, AI can create room for deeper thinking—not simply faster output. It can help people consider alternatives, make knowledge more useful and approach familiar work from a different direction. The person using it still provides the context, recognizes what matters and decides what moves forward.

Bring Your Curiosity

Some of the most useful applications of AI begin when a person asks: Could there be a better way to do this?

- Explore several approaches before choosing a direction.
- Turn experience or technical knowledge into a clearer explanation, outline or training aid.
- Find patterns, questions or possibilities that may be difficult to see at first.
- Prepare for a customer conversation, meeting or decision with greater depth.
- Improve the clarity, consistency or usefulness of everyday work.

Some of the most useful applications of AI begin when a person asks: Could there be a better way to do this? Curiosity creates room to explore several possibilities before committing to one, test an assumption or turn existing knowledge into something more useful.

You do not need to begin with a perfect prompt or a fully formed solution. Begin with what you know, what you are trying to accomplish and what you want to understand more clearly. Your experience gives the conversation direction—and helps you recognize which ideas deserve further attention.

Work with AI - Not Beneath It

- 1 Begin with your thinking.**
Use the tool to develop an idea, not to avoid forming one.
- 2 Challenge the first answer.**
Ask for alternatives. Test assumptions. Look for what may be incomplete or too obvious.
- 3 Add what the tool cannot know.**
Bring context, experience, relationships and the realities of the work.
- 4 Keep your judgment in the work.**
Decide what is useful, what needs to change and what should not move forward.

Working effectively with AI is an active process. The first response is a starting point, not a finished answer. Ask follow-up questions. Add context. Challenge assumptions. Compare approaches. The quality of the work often improves as you contribute more of your own knowledge and perspective.

AI may help develop the work, but it cannot assume responsibility for it. Accuracy, appropriateness and final judgment remain with the person using the tool. Before anything moves forward, make sure the result reflects what you know, what the situation requires and what you are prepared to stand behind.

AI CAN SUPPORT THE WORK. IT CANNOT ASSUME RESPONSIBILITY FOR IT.

**Remain responsible for what you share, what you trust and what you produce.
The final work should reflect your judgment and expertise - and be work you are
prepared to stand behind.**

QUESTIONS TO ASK THROUGHOUT THE PROCESS

PERSONAL RESPONSIBILITY DOES NOT BEGIN AFTER AI RESPONDS.

It begins with what you choose to share, continues in how you engage with the response and remains with you when the work moves forward.

BEFORE YOU BEGIN

- Is this information mine to share?
- Does it include customer, employee, financial, contractual or proprietary information?
- Can identifying details be removed while preserving the question I want to explore?
- Am I using AI to support my thinking - or to avoid a judgment I need to make?

WHILE YOU WORK

- Am I questioning the response or simply accepting it?
- What context, expertise or lived experience might the tool be missing?
- Does the response hold up - or does it merely sound confident?
- Have I pushed beyond the first and most obvious answer?
- Is this helping me think differently or work more effectively

BEFORE THE WORK MOVES FORWARD

- What facts, calculations, sources or assumptions must be verified?
- Could an error affect a customer, employee or business decision?
- Does the result reflect my judgment, expertise and standards?
- Am I comfortable putting my name behind it?

A NOTE FOR LEADERS

Clear expectations can protect both the business and its people. The goal is not to manage every interaction. It is to identify the boundaries that genuinely matter while preserving room to explore and learn.

- What information must remain protected, regardless of the tool used?
- Where is human review essential because an error could carry meaningful consequences?
- Do people know where to take a question when expectations are unclear?
- Could existing cybersecurity, contractual, intellectual-property or insurance obligations apply?

KEEP EXPLORING WITH PIA MIDAMERICA

Emerging technology raises questions that rarely fit inside one tool or one department. PIA MidAmerica helps members keep learning through MidAmerica U and the AI for Printers collection, practical resources, and connections to people with relevant technology, cybersecurity, legal, insurance and print-industry experience.