



AI productivity:

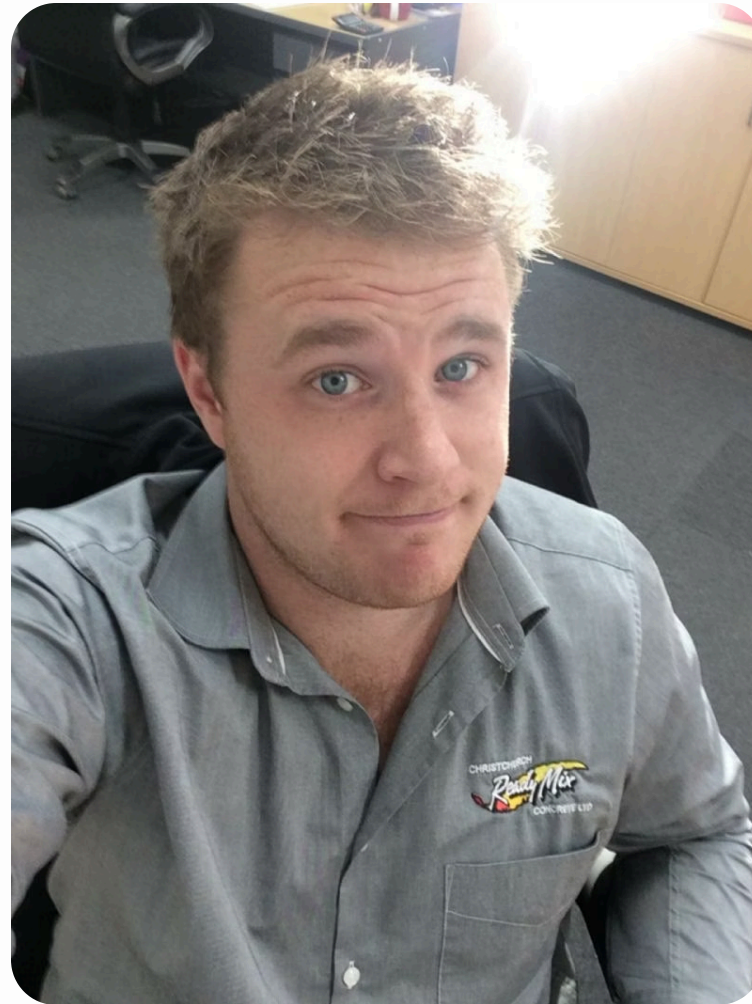
10% about the tool

90% about leadership, capability and culture

Avocado AI: We're educators, not consultants. Let's get practical.

Cowan Henderson: Co-Founder & Partnerships Lead

Delivered using ChatGPT or Microsoft Copilot. The skills are transferable across modern AI tools.



A valuable lesson from a decade ago...



The market has shifted over the last 18 months

Avocado AI web enquiries: Change in language...

20% → 81%

Capability / embedding language

6% → 76%

Existing AI access mentioned

i The tools are installed. The capability is not.



The questions have changed too

Avocado AI web enquiries: Change in language

Then

- What is AI?
- Which tool should we use?
- Can AI help this task?
- Can you run a workshop?
- Where do we start?

Now

- We already have Copilot / ChatGPT
- We need capability and confidence.
- We need leaders aligned.
- We need safe, practical use.
- We need to get beyond pilots.



AI that sticks needs two capability engines:

Leaders set the conditions. Teams change the work.

Leadership

- Model good use
- Set direction and guardrails
- Create technical and psychological safety

Teams

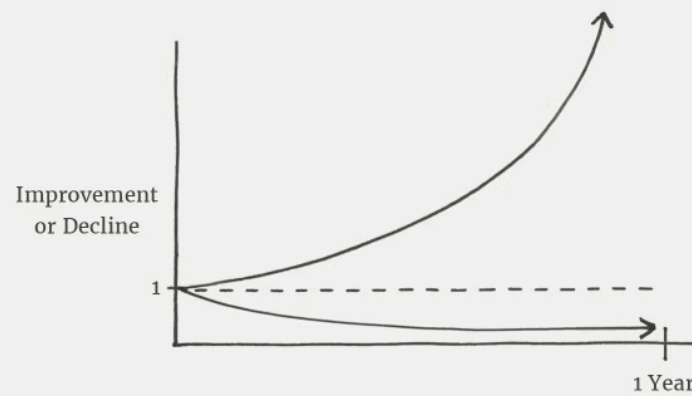
- Practise on real workflows
- Build shared use cases and assistants
- Review outputs, share wins and improve habits

📄 Access becomes adoption when both engines learn and move together.



The Power of Tiny Gains

1% better every day $1.01^{365} = 37.78$
1% worse every day $0.99^{365} = 0.03$



JamesClear.com

① A one-off workshop (like this one) can create curiosity.

Capability comes from a system of repetition, real work and iteration, over time.




Let's get practical now...



Capability starts with problem framing

Good prompts start with clear thinking, and the ability to define a problem: a great life skill!

 How would you explain the task to a capable new intern?



Prompt building blocks

Use these blocks, especially the first three:

Task

Role

Context

Limitations

Format

Reasoning



Reasoning is where the useful thinking happens

It's any time you ask AI to be thoughtful, not just do the task.

Reflection

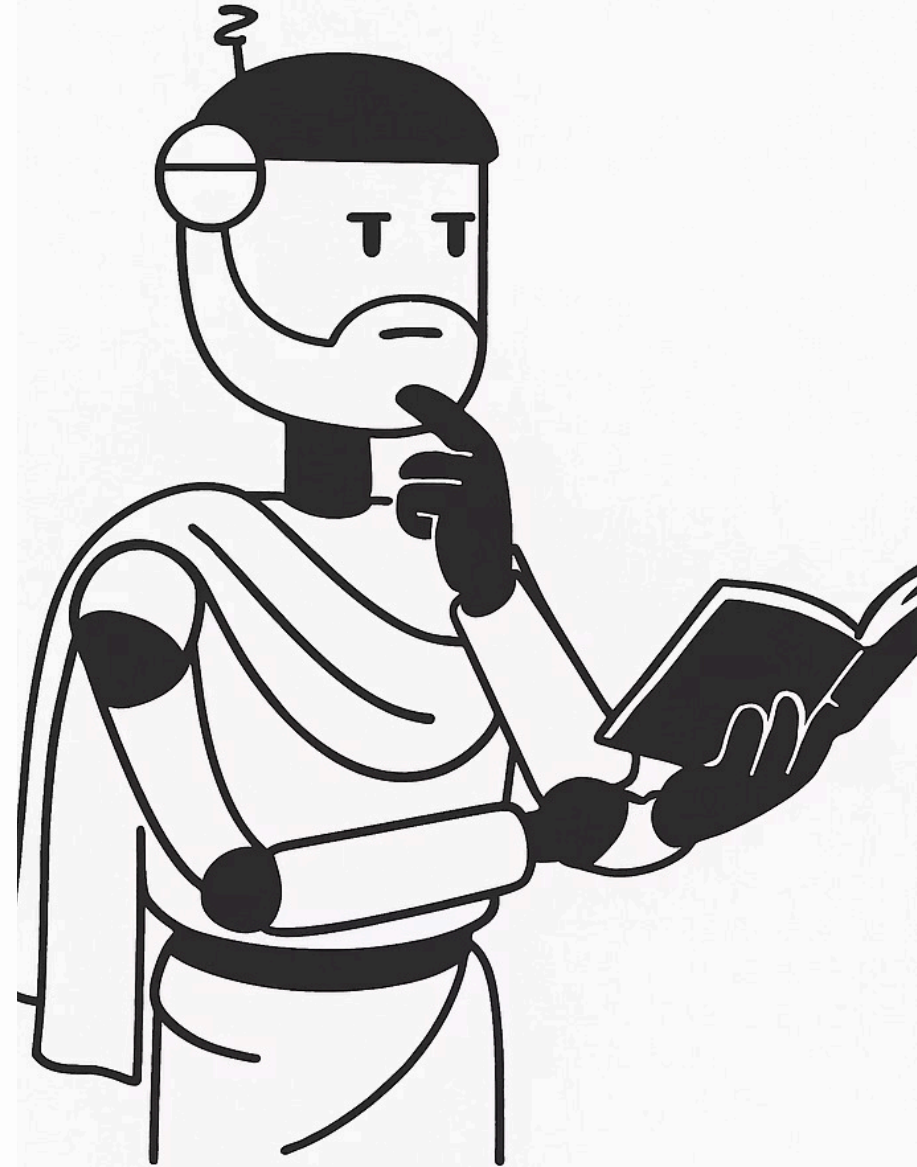
"What am I missing?"

Explanation

"Which option is best, and why?"

Critical thinking

"Challenge my thinking."

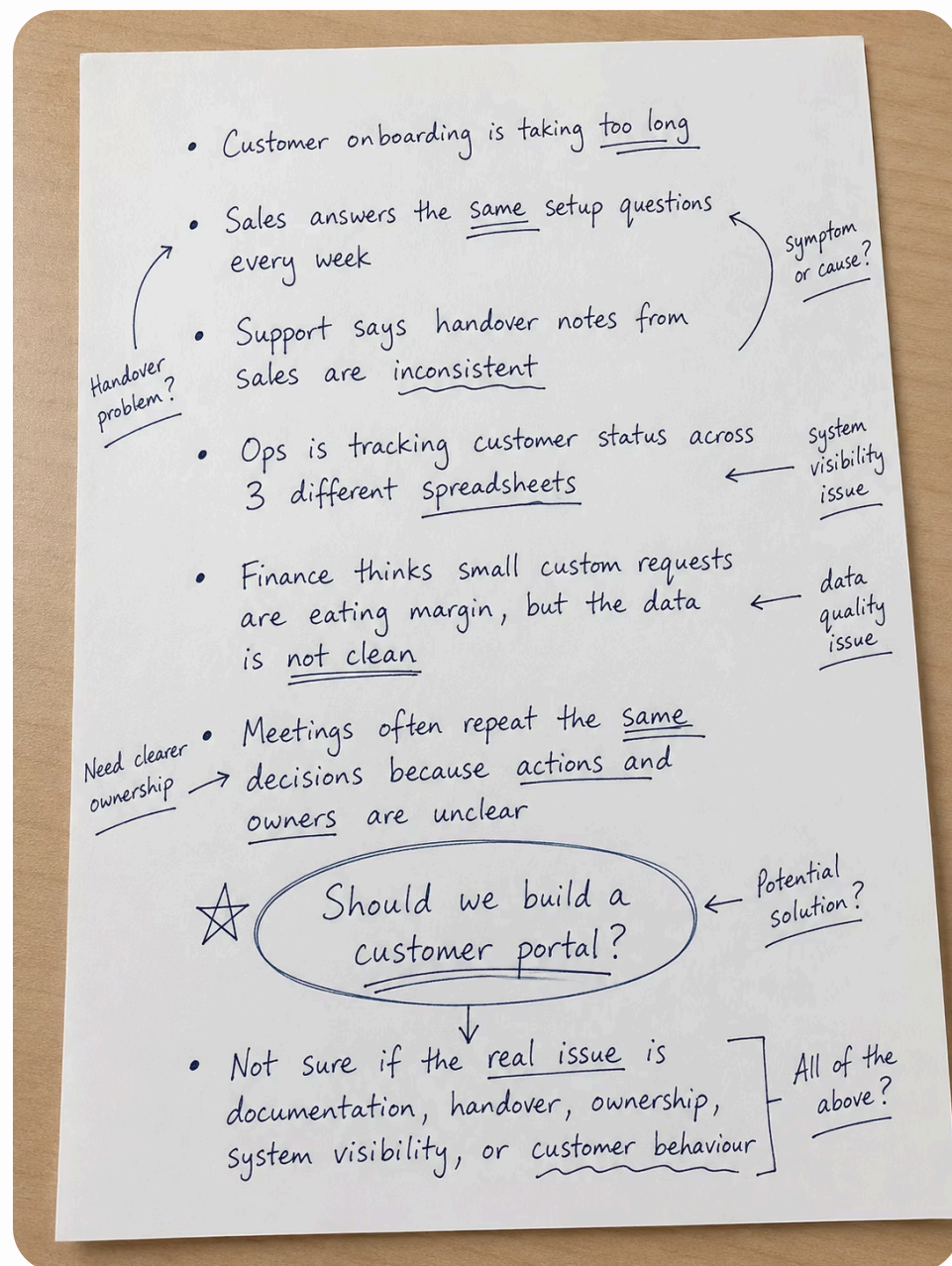




Example – basic prompt

Read these notes and tell me how we can improve productivity.

▼ Messy notes





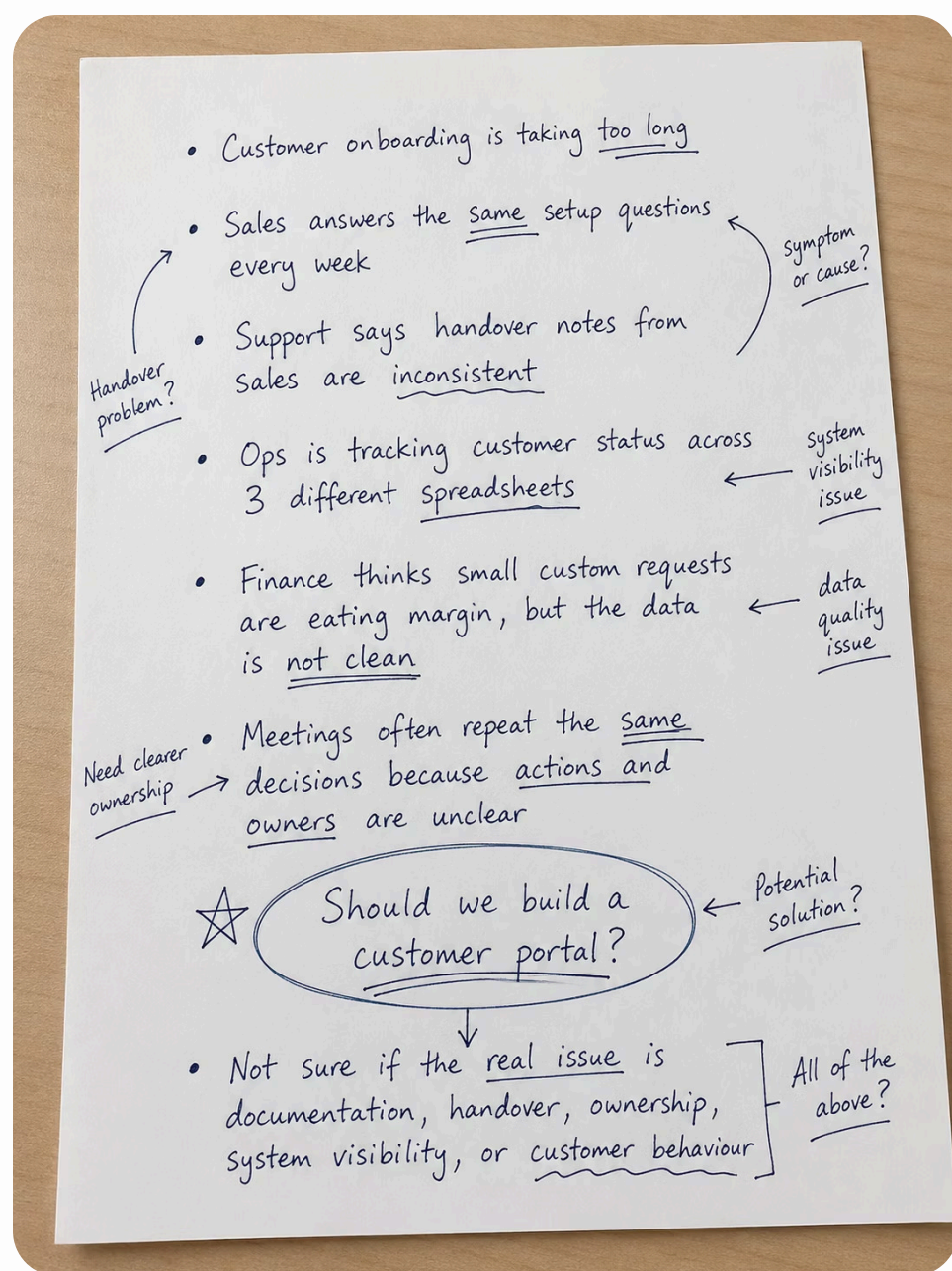
Example – better prompt: first 3 building blocks

Task: Turn these messy business notes into a one-page productivity decision brief.

Role: Act as a pragmatic operations lead helping a senior team reduce repeated work, improve customer experience and avoid jumping to the wrong solution.

Context: The notes come from sales, support, operations and finance. The leadership team needs to decide what to investigate or fix first. We are not trying to create a perfect transformation plan. We are trying to identify the highest-value next move.

▼ Messy notes





Example – better prompt: next 3 building blocks

Limitations: Use only the information in the notes. Do not invent figures, savings, costs or certainty. Separate evidence, assumptions and missing information. If the notes are not strong enough for a final decision, say so.

Format: Use these sections: 1. Likely productivity drag 2. Evidence from the notes 3. Assumptions we may be making 4. Options with pros and cons 5. Missing information 6. Recommended first move

Reasoning: Prioritise by likely impact and effort. Challenge the assumption that we need a customer portal. What might we be misreading? What evidence would change your recommendation?



Same notes. Very different value.

Basic prompt

Looks finished

- Gives a tidy summary.
- Suggests obvious fixes.
- May jump to "build a portal".
- Hides weak evidence.
- Helps someone write faster.

Better prompt

Supports a better decision

- Separates evidence from assumptions.
- Finds the real workflow drag.
- Challenges the shiny solution.
- Shows what is still missing.
- Helps a team decide better.



The basic prompt creates suggestions. The better prompt creates a decision conversation.

That is the difference between using AI to write faster and using AI to think better.



Custom instructions

Before you worry about advanced workflows, set the tool back-end up to respond the way you actually need it to.

Language

Tone

Audience

Formatting

Challenge level

What traits should ChatGPT have? ⓘ

Replies must ALWAYS be in plain UK English (en-GB) spelling and grammar. Tell it like it is; don't sugar-coat responses. Take a forward-thinking view. Adopt a questioning approach. Be down to earth. Be innovative and think outside the box. Be practical above all. For headings use sentence case instead of title case. challenge my thinking



From prompts to workflows

Reusable assistants

Build once, use repeatedly for consistent output, reduce prompting each time

Internal information assistants

Turn policies, SOPs, guidelines and collateral into usable answers.

Recurring tasks

Set the prompt once. Monitor change, run research or trigger repeat workflows.

Roleplay (voice) / practice tools

Rehearse difficult conversations, client scenarios and team feedback before they matter.

✓ The bigger productivity gain is turning repeated work into reusable systems.



Reusable assistants: turn a good chat or idea into a repeatable workflow

A quick overview - we don't have time to show you today!

01

Start with a chat that worked

A prompt or workflow you keep repeating.

02

Ask AI to turn it into instructions

"Turn this chat into setup instructions for a reusable assistant."

03

Add the rules

Tone, format, limits, examples and privacy.

04

Build the tool

Create it in the platform you already use.

If you don't know how - just ask!

05

Test, iterate, roll out

Try real examples before giving it to the team.


✔ **You don't have to build from a blank page. Build from a chat where the output was already useful.**



What could this information become?

The better question is no longer 'what can AI write for me?' It's 'what could this turn into?'

A policy becomes a checklist. A PDF becomes a quiz/game. A messy process becomes a practice tool.

 *Tools like Claude make these app-style prototypes quick to build.*



Thank you

❓ What's the one thing you're going to go and try this week?

Are you more curious to learn about AI?

Choose something frequent, annoying, information-heavy, low-risk enough to test, and owned by one clear team.

Get in touch:



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Stay curious!

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