

OFFICIAL COURSE STUDY MATERIAL

AI-Enabled MS Office & Advanced Excel

MODULE 1: BASICS OF AI

Complete, Classroom-Ready Student Notes & Practical Reference Handbook

TARGET AUDIENCE

Beginners, Office Staff, Accountants,
Students

LANGUAGE & TONE

Practical Hinglish (English Terms
Preserved)

PREREQUISITES

Zero Prior AI / Coding Knowledge
Required

EDITION

Corporate Training Standard Edition
(2026)

Comprehensive Coverage: Theory • Analogies • 6 Pillars of Prompting • Practical Prompts • Practice Sets •
Cheat Sheet • 20-Question Final Test



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Course: AI-Enabled MS Office & Advanced Excel

MODULE 1 — BASICS OF AI

Classroom-Ready Student Notes & Study Material

Welcome to Module 1: AI ki Shuruat (Foundations)

Namaste aur is practical journey mein aapka swagat hai! Agar aap ek office professional hain, accountant hain, HR executive hain, data entry ya back-office operator hain, college student hain ya job seeker hain — aur aapne pehle kabhi AI (Artificial Intelligence) use nahi kiya hai — toh yeh notes bilkul aapke liye design kiye gaye hain.

Aaj ke corporate aur business world mein computer literacy ka matlab sirf keyboard aur mouse chalana nahi raha; ab **AI Literacy** ek essential career skill ban chuki hai. Lekin sabse achhi baat yeh hai: **AI seekhne ke liye aapko coding, programming ya high-tech engineering background ki bilkul zaroorat nahi hai.** Aapko sirf plain English ya Hinglish mein baat karna aana chahiye, jaise aap apne kisi colleague ya junior se baat karte hain!

Is module ka maqsad aapko AI ka "user" aur "smart operator" banana hai, taaki aap MS Office (Excel, Word, PowerPoint) aur daily workplace tasks mein AI ko as a super-fast assistant use kar sakein.

Module Learning Outcomes (Aap Kya Seekhenge?)

Is module ko complete karne ke baad, aap:

1. **AI aur Generative AI ka clear difference** bina kisi confusion ke kisi ko bhi samjha sakege.
2. AI chatbot ke peeche ka **basic working mechanism** (Input $\rightarrow$ Model $\rightarrow$ Prediction $\rightarrow$ Output) samajh sakege.
3. AI ki **capabilities aur limitations** ko pehchan kar yeh jaan sakege ki AI kab kaam aayega aur kab uspar aankh band karke vishwas nahi karna hai.
4. **AI Hallucination** ko pehchan sakege aur hamare **5-Step Output Verification Checklist** se har AI response ko cross-check kar sakege.
5. Top 5 AI tools — **ChatGPT, Google Gemini, Microsoft Copilot, Claude, aur Perplexity** — ka practical difference jaan kar har task ke liye sahi tool chun sakege.
6. **Prompt Engineering ke 6 core pillars** (Role, Task, Context, Instructions, Output Format, Constraints) master karke "Poor Prompts" ko "High-Performance Prompts" mein badal sakege.
7. Research, summarization, comparative analysis, aur fact-checking ke liye safe workflows execute kar sakege.

8. Daily office productivity jaise meeting agenda, MOM (Minutes of Meeting), action items table, task breakdown, aur professional email drafts minutes mein taiyar kar sakenge.
9. **Data privacy, confidentiality aur copyright** ke strict corporate rules samajh kar bina kisi security risk ke AI ka responsible use kar sakenge.

Module ka Structure & Roadmap

Hamara yeh Module 1 kul 6 main sections aur 1 comprehensive reference section mein divide kiya gaya hai:

[Module 1: Basics of AI]

- 01. Introduction to AI
 - Concept, GenAI, Working Mechanism, Capabilities, Limitations, Hallucinations & Verification
- 02. Introduction to AI Tools
 - ChatGPT, Gemini, Copilot, Claude, Perplexity (Comparison & Selection Matrix)
- 03. Basic Prompt Engineering (Core Foundation)
 - 6 Elements, Prompt Formula, Improvement Ladder, 10+ Comparisons, Follow-ups & Fixes
- 04. AI for Research & Information
 - Information Gathering, Summarization, Extraction, Verification Workflow & Fake Links
- 05. AI for Everyday Productivity
 - Brainstorming, Planning, Agendas, Meeting Summaries, Action Items & Email Drafting
- 06. AI Safety & Responsible Use
 - Privacy, Confidentiality (What NEVER to paste), Copyright, Do's & Don'ts Tables
- 07. Cheat Sheet, Glossary, FAQ & Final Module Test
 - 1-Page Quick Reference, 25+ Term Glossary, 10 FAQs, Capstone Project & 20-Question P

Is Study Material ko Kaise Use Karein?

1. **Har Topic ka 6-Step Pattern:** Har concept ko ek fix structure mein diya gaya hai — *Concept* $\rightarrow$ *Real-Life Indian Analogy* $\rightarrow$ *Key Points* $\rightarrow$ *Practical Example* $\rightarrow$ *Common Mistakes* $\rightarrow$ *Quick Recap*. Ise step-by-step padhein.
2. **Copy-Paste Ready Prompts:** Har section ke end mein practical prompts diye gaye hain. Inhe sirf padhein mat; apne computer ya phone par AI tool khol kar khud try karein.
3. **Prompt Improvement Exercises:** "Improve This Prompt" section mein diye gaye kamzor prompts ko pehle khud theek karne ki koshish karein, phir diye gaye model answer se compare karein.
4. **End-of-Section Quizzes:** Har quiz ko bina answer key dekhe solve karein, aur baad mein Hinglish explanations ke saath apni understanding check karein.
5. **AI Lab Setup (Shuru karne se pehle zaroori tools):**
 - Ek personal ya professional email ID se **ChatGPT** (chatgpt.com) par free account banayein.

- Apne Google account se **Google Gemini** (gemini.google.com) access karein.
- Microsoft account se **Microsoft Copilot** (copilot.microsoft.com) login karein.
- Web research ke liye **Perplexity AI** (perplexity.ai) open karke bookmark kar lein.

💡 **PRO TIP:** > ****Golden Rule of AI Learning:**** "AI un logo ko replace nahi karega jo kaam karte hain, balki AI use karne wale log un logo ko replace kar denge jo AI use nahi karte." Chaliye shuru karte hain Section 1 se!

MODULE 1 — SECTION 1: Introduction to AI (AI Ka Parichay)

Topic 1: Artificial Intelligence (AI) Kya Hai?

1. Concept (Simple Explanation)

Artificial Intelligence (AI) kya hai?

Seedhe shabdon mein kahein toh Artificial Intelligence (AI) computer science ki ek aisi branch hai jo machines aur computer software ko aisi ability deti hai jisse woh insaano ki tarah soch sakein, seekh sakein, aur decisions le sakein. Normally computer sirf wahi karta hai jo uske program code mein likha hota hai (jaise agar aap Excel mein `=A1+B1` likhenge toh woh sirf add karega). Lekin AI computer ko "data dekh kar samajhne" aur naye situations ke hisaab se react karne ki power deta hai.

Yeh kyun zaroori hai?

Aaj ke office aur business environment mein data bahut tezi se badh raha hai. Ek insaan ke liye roz hazaron emails padhna, lakhon rows ka Excel data manually analyze karna, ya har customer ke sawal ka turant jawab dena impossible ho jata hai. AI hamari productivity ko 10x badha deta hai kyunki yeh repetitive aur time-consuming kaam seconds mein nipatata hai, jisse hum creative aur strategic planning par dhyan de sakein.

Yeh kaise kaam karta hai?

AI insaan ke dimaag ki tarah kaam karta hai jise hum training kehte hain. Jaise ek naye office assistant ko aap shuru ke 15 din sikhate hain ki invoices kaise process karni hain, GST number kahan check karna hai, aur regular clients ko kaise reply karna hai — theek waise hi AI software ko hazaron-lakhon purane examples (data) dikhaye jaate hain. Us data se pattern samajh kar AI naye inputs par smart response generate karta hai.

2. Real-Life Analogy

 **Indian Analogy:** AI ko ek "Super-Fast Office Intern" samjhiye. Is intern ne library ki saari business books, dictionary, aur company ke saare purane files padh rakhe hain. Jab aap ise koi kaam dete hain — jaise "ek customer ko polite payment reminder email likh do" — toh yeh apne padhe hue patterns ke base par turant ek draft taiyar karke de deta hai. Lekin intern kitna bhi tez ho, final sign-off aur check karna humesha senior manager (yaani aapka) kaam hota hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Human-like Intelligence in Machines:** AI computer ko insaan jaisi samajh aur problem-solving capability deta hai.

- **Rule-based vs Learning:** Purana software rigid rules par chalta tha; AI data ke patterns se seekhta hai.
- **Assistance, Not Replacement:** AI insaan ka replacement nahi, balki ek powerful assistant hai jo manual mehnat bachata hai.
- **Broad Term:** AI ek umbrella term hai jisme Machine Learning, Deep Learning, aur Generative AI sab aate hain.
- **Continuous Improvement:** Jaise-jaise AI ko naya data milta hai, iski performance behtar hoti jaati hai.

4. Practical Example

Scenario: Ek accounts executive ko har month ke end mein 200 vendors ko payment advice email bhejna hota hai. Pehle woh har ek vendor ka naam, invoice amount aur date manually copy-paste karke draft karta tha jisme 4-5 ghante lagte the.

Prompt:

```
Main ek accounts executive hoon. Mere vendor "Sharma Traders" ka Invoice No. ST-402, amount ₹45,000 pending tha jo aaj NEFT se clear ho gaya hai (UTR: NEFT9823411). Kripya ek polite aur professional email draft karein jisme payment confirmation ho aur unhe receipt send karne ke liye request kiya gaya ho.
```

AI Response (Sample):

```
Subject: Payment Confirmation for Invoice ST-402 – Sharma Traders
```

```
Dear Sharma Traders Team,
```

```
We are pleased to inform you that payment against Invoice No. ST-402 for the amount of INR 45,000 has been successfully processed via NEFT today.
```

```
Transaction Details:
```

- Invoice Number: ST-402
- Amount Paid: ₹45,000
- UTR Reference: NEFT9823411
- Date of Transfer: [Today's Date]

```
Kindly verify the credit in your account and share the official payment receipt for our audit records. Thank you for your continued partnership.
```

```
Warm regards,  
Accounts Department | [Company Name]
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Mistake 1: AI ko "Jaadu" (Magic) samajhna:** Kai log sochte hain ki AI bina context bataye dimaag padh lega. AI ko clear context aur information deni padti hai.
- **Mistake 2: AI par 100% blind faith:** AI ke output ko bina padhe direct client ya boss ko forward karna sabse badi galti hoti hai.
- **Mistake 3: Coding ka fear:** Log sochte hain AI use karne ke liye Python ya C++ aana zaroori hai. Simple tools use karne ke liye sirf normal language communication aana kaafi hai.

6. Quick Recap

AI computer ki woh ability hai jo use insaani dimaag ki tarah pattern samajhne aur smart tasks complete karne ke kaabil banati hai; yeh hamara personal super-assistant hai.

Topic 2: Generative AI (GenAI) Kya Hai?

1. Concept (Simple Explanation)

Generative AI kya hai?

Generative AI (GenAI) Artificial Intelligence ka ek special aur modern roop hai. Traditional AI ka kaam sirf data ko categorize karna ya predict karna hota tha (jaise: "kya yeh email spam hai ya nahi?", "agle mahine sales badhegi ya ghathegi?"). Lekin **Generative AI bilkul naya content generate (paida) kar sakta hai** — jaise fresh text, Excel formulas, emails, PowerPoint outlines, images, aur computer code!

Yeh kyun zaroori hai?

Pehle jab aapko koi naya report likhna hota tha, blank Word document dekh kar samajh nahi aata tha ki shuruat kahan se karein (ise "writer's block" kehte hain). Generative AI seconds mein aapko 0 se 1 tak la deta hai — yaani ek poora first draft taiyar karke de deta hai jise aap edit karke final kar sakte hain.

Yeh kaise kaam karta hai?

GenAI tools (jaise ChatGPT, Claude) Large Language Models (LLMs) par based hote hain. In models ne internet par maujood billions of documents padhe hote hain. Jab aap koi line likhte hain, toh GenAI mathematical probability ke base par agla sabse suitable word predict karta hai, bilkul jaise aapke phone ke keyboard par agla word suggest hota hai, par hazaron guna zyada smart level par!

2. Real-Life Analogy

 **Indian Analogy:** Traditional AI ek **"Exam Checker Teacher"** jaisa hai jo sirf tick ya cross lagata hai ki answer sahi hai ya galat. Jabki Generative AI ek **"Creative Content Writer"** jaisa hai jo blank page lekar uspar poora essay, story, ya speech khud likh deta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Creates Brand New Content:** Yeh purane data ko copy-paste nahi karta, balki naya original content synthesize karta hai.
 - **Multimodal Ability:** GenAI sirf text hi nahi, table data, formula, code aur visual concepts bhi generate karta hai.
 - **Natural Conversation:** Aap GenAI se bilkul aam insaan ki tarah chat karke revisions karwa sakte hain.
 - **Zero-Draft Advantage:** Blank screen ki tension khatam karke aapko pehla structural draft turant de deta hai.
-

4. Text Diagram: AI vs Machine Learning vs Generative AI

ARTIFICIAL INTELLIGENCE (AI) - The Big Umbrella
Smart machines jo human-like behavior simulate karti hain.

MACHINE LEARNING (ML) - Subset of AI
Data aur statistical patterns se learn karne wale algorithms (e.g. Sales prediction, spam filter).

GENERATIVE AI (GenAI) - Subset of ML
Naya content (text, formulas, code, images) create karne wale models (e.g. ChatGPT, Claude).

5. Practical Example

Scenario: Ek HR executive ko Diwali party ke liye invitation note likhna hai, jisme traditional dress code aur games ka zikr ho.

Prompt:

Aap ek creative corporate HR manager hain. Humari company "FinTech Solutions" mein agle hafte Diwali celebration hai. Staff ke liye ek cheerful aur warm WhatsApp message draft karein jisme traditional dress code, diya decoration contest aur snacks ka zikr ho. Tone professional par joyful honi chahiye.

AI Response (Sample):

🌟 Deepavali Celebration 2026 @ FinTech Solutions! 🌟

Dear Team,

Diwali ki roshni aur khushiyon ka festival aa gaya hai! Let's celebrate togetherness, positivity, and joy with our FinTech family. 🪔

📅 Date: Friday, 24th October 2026

🕒 Time: 3:30 PM onwards

📍 Venue: 4th Floor Cafeteria

What's in store for you:

🌟 Dress Code: Bright Indian Traditional Wear (Ethnic Best!)

🪔 Inter-Department Diya Decoration Contest (Prizes await!)

🍪 Festive Snacks, Sweets, and Masala Chai

Aayiye, is festive season ko yaadgaar banayein. See you all in your festive best! 🪔🌟

6. Common Mistakes / Dhyan Dene Wali Baatein

- **Fact checking ignore karna:** GenAI naya text generate karta hai, isliye kabhi-kabhi aisi baatein bhi likh deta hai jo sunne mein sach lagti hain par haqeeqat mein galat hoti hain.
- **Har problem ke liye GenAI use karna:** Har simple calculation ke liye GenAI zaroori nahi hai; Excel ka sum formula bina AI ke bhi perfectly kaam karta hai.

7. Quick Recap

Generative AI, AI ka woh advanced roop hai jo sirf data analyze nahi karta balki user ke instruction par fresh text, table, formula aur ideas create karta hai.

📌 Topic 3: AI Ka Basic Working Concept

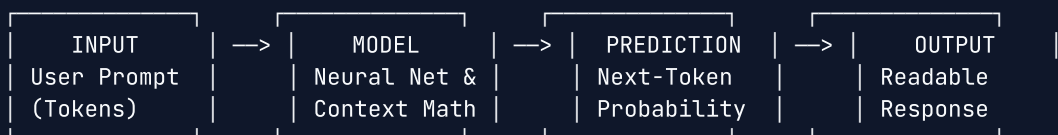
1. Concept (Simple Explanation)

AI kaise kaam karta hai?

Jab aap ChatGPT ya Gemini ke search box mein koi message type karte hain aur "Send" dabate hain, toh computer ke andar kya hota hai? Yeh koi jaadu nahi hai balki ek well-defined 4-step processing pipeline hai: **Input** $\rightarrow$ **Model** $\rightarrow$ **Prediction** $\rightarrow$ **Output**.

Step-by-Step Processing:

1. **Input (Prompt & Tokenization):** Aap jo text type karte hain (jaise: "Capital of India"), AI software use chhote-chhote tukdon mein todta hai jinke **Tokens** kehte hain. Ek token aamtaur par 3-4 letters ya ek word ke barabar hota hai. In tokens ko numbers (vectors) mein convert kiya jata hai.
2. **Model Processing (Pattern Matching & Context):** AI ka neural network model (jaise GPT-4 ya Gemini) in numbers ko apne arbon parameters aur trained knowledge ke base par analyze karta hai. Woh samajhta hai ki context kya hai.
3. **Prediction (Next Token Probability):** Model dimaag lagata hai: "Capital of India is..." ke baad internet par 99.9% probability kis word ki aayi hai? Answer aata hai: "New", aur uske baad "Delhi". AI ek ek word ko predict karta chala jata hai.
4. **Output (Human-Readable Response):** Model in predicted number tokens ko wapas normal language text mein convert karta hai aur aapki screen par type karta hua dikhata hai.



2. Real-Life Analogy

💡 **Indian Analogy:** Jab aap Mumbai local station par "cutting chai" order karte hain, toh chaiwala aapka order sunta hai (**Input**), apne roz ke chai banane ke experience ko dimaag mein trigger karta hai (**Model**), dudh, patti, adrak ka exact ratio calculate karta hai (**Prediction**), aur glass mein garam chai pour karke aapke samne rakh deta hai (**Output**)!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Token-based Processing:** AI text ko letters ya numbers (Tokens) ke roop mein padhta hai.
- **Statistical Probability:** AI "sochta" nahi balki mathematical probability calculate karta hai ki agla sabse logical word kaunsa hona chahiye.
- **Context Window:** Model sirf aapka current sawal hi nahi balki chat ki purani baaton ka context bhi dimaag mein rakhta hai.
- **No Inherent Consciousness:** AI ke paas koi feelings ya personal memory nahi hoti; har cheez data-driven calculation hai.

4. Practical Example

Scenario: Office mein Excel user ne prompt diya: Excel mein cell A1 se A10 tak ka average nikalne ka formula batao.

Pipeline Action:

- **Input:** Text breaks into tokens ["Excel", " mein", " cell", " A1", "...", " average", " formula"]
- **Model:** Identifies context = Microsoft Excel spreadsheet functions.
- **Prediction:** Next probable token sequence = =AVERAGE(A1:A10)
- **Output:** Screen par message generate hota hai: "Excel mein cell A1 se A10 tak ka average nikalne ke liye yeh formula use karein: =AVERAGE(A1:A10) "

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Adhoora context dena:** Agar aap sirf likhenge "formula batao", AI ko nahi pata chalega ki Excel ki baat ho rahi hai ya Chemistry ke salt formula ki.
- **Yeh samajhna ki AI internet par live search karta hai har baar:** Har AI model har waqt internet browse nahi karta; woh apni trained internal memory (weights) se predict karta hai jab tak search feature active na ho.

6. Quick Recap

AI chatbot 4 steps mein kaam karta hai: Input leta hai, Model context samajhta hai, agle sabse sahi shabd ki Prediction karta hai, aur final Output generate karta hai.

📌 Topic 4: AI Ke Applications (Kahan-Kahan Use Hota Hai?)

1. Concept (Simple Explanation)

AI kahan use hota hai?

Aaj ke time par AI kisi lab tak simit nahi hai; yeh hamari rozmarra ki personal aur corporate life ka hissa ban chuka hai. Agar aap smartphone use karte hain, toh aap anjaane mein roz AI use kar rahe hain.

Workplace aur Corporate applications:

Office mein AI ka sabse bada use repetitive administrative tasks ko automate karne mein hota hai:

1. **MS Office & Excel:** Complex formula generation (VLOOKUP, INDEX-MATCH, XLOOKUP), dirty data cleaning, macro script generation, aur PowerPoint presentations ke structure ready karna.
2. **Communication & HR:** Emails draft karna, meeting ke notes se Minutes of Meeting (MOM) banana, candidate ke resume screen karna, aur leave policies explain karna.
3. **Customer Support:** Banking apps ya telecom websites par 24×7 automated chatbots jo instant grievance redressal karte hain.
4. **Finance & Accounts:** GST reconciliation, invoice verification, expense fraud detection, aur cash flow projections.

2. Real-Life Analogy

💡 **Indian Analogy:** Jaise pehle har mohalle mein ek Munimji hote the jo bahi-khata, hisaab-kitab, chithiyan likhna, aur grahako ke hisaab ka record dimaag mein rakhte the — waise hi aaj ka AI ek digital Munimji hai jo office ke har department mein assist kar raha hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Everyday Office Automation:** Email, reports, Excel spreadsheets aur presentations mein time bachat.
- **Customer Service:** Swiggy, Zomato, ya HDFC Bank ke automated support bots.
- **Smart Recommendations:** YouTube, Netflix aur Amazon par "You might also like" wale suggestions.
- **Fraud Detection:** Bank transactions mein unusual swipe hone par aane wala security alert.

4. Practical Example

Scenario: Ek small business owner ko monthly sales data diya gaya hai jisme customer ke phone numbers mein irregular spaces aur dashes hain (9820-11 2233 , +919820112233 , 98 20112233).

Prompt:

Mere paas Excel ke column A mein customer phone numbers hain jo alag-alag format mein hain (jaise dashes, brackets aur spaces). Excel mein in sabhi numbers ko clean karke standard 10-digit number banane ka formula ya steps batao.

AI Response (Sample):

Aap Excel ke `SUBSTITUTE` function ko use karke extra characters remove kar sakte hain:

```
=SUBSTITUTE(SUBSTITUTE(SUBSTITUTE(A2,"-","")," ",""),"+91","")`
```

Ya Excel ke naye version mein `Ctrl + E` (Flash Fill) use karke pehle row mein manually clean number type karein aur press karein, Excel baaki cells ko automatically format kar dega!

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ko sirf chatting tak simit samajhna:** Log sochte hain AI sirf baat karne ke liye hai; jabki yeh formulas, data structuring aur translation ke liye bohot shaktishali hai.
- **Har problem par brute force AI lagana:** Jahan simple Excel shortcut kaam kar sakta hai, wahan AI kholne ki zaroorat nahi hoti.

6. Quick Recap

AI customer support, finance, HR, aur khas taur par MS Office automation mein repetitive tasks ko fast aur accurate banane ke liye widespread use hota hai.

Topic 5: AI Ki Capabilities (AI Kya-Kya Kar Sakta Hai?)

1. Concept (Simple Explanation)

AI ki capabilities kya hain?

AI ki takat ko samajhna zaroori hai taaki aap isse maximum fayda utha sakein. AI ek multi-talented assistant ki tarah hai jo ghanton ka kaam minutes mein karne ki shamta rakhta hai.

Main Capabilities:

1. **Speed & Scale:** AI 100 pages ki company policy document ko 10 seconds mein padh kar uske main points bullet points mein de sakta hai.
2. **Language & Translation:** English, Hindi, Marathi, Bengali aur 50+ bhashaon ke beech bina meaning khoye accurate translation aur tone conversion kar sakta hai.
3. **Logic & Code Assistance:** Excel ke complex nested IF statements, regex, SQL queries aur VBA macros likh sakta hai aur errors debug kar sakta hai.
4. **Drafting & Rephrasing:** Rude ya rough email ko soft, diplomatic aur professional corporate tone mein convert kar sakta hai.
5. **Pattern Recognition:** Badi Excel sheets mein se anomalies, duplicate values aur patterns identify kar sakta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** AI ek **"Swiss Army Knife"** jaisa hai. Ek hi pocket knife mein chaaku, bottle opener, scissors aur screw driver sab hota hai. Waise hi ek hi AI chatbot se aap email likhwa sakte hain, Excel formula pooch sakte hain, math calculate karwa sakte hain, aur English grammar bhi check karwa sakte hain!

3. Key Points (Yaad Rakhne Wali Baatein)

- **High-speed processing:** Insaan se 100x fast text processing aur draft generation.
- **Multilingual fluency:** Hinglish, English, Hindi aur local languages mein natural conversation.
- **Tone manipulation:** Casual, formal, persuasive ya strict tone mein writing style badalna.
- **Formula generation:** Complex spreadsheet functions instant banana.
- **Continuous availability:** 24 ghante, saaton din bina thake kaam karna.

4. Practical Example

Scenario: Ek employee ne gusse mein rough email draft likha: `Boss, aapne mujhe extra kaam diya hai aur deadline impossible hai, main nahi kar sakta.` Ise professionally rewrite karwana hai.

Prompt:

```
Kripya is rough draft ko ek polite, diplomatic aur professional corporate tone mein rewrite kare:
"Boss, aapne mujhe extra kaam diya hai aur deadline impossible hai, main nahi kar sakta."
```

AI Response (Sample):

```
Dear [Manager's Name],

Thank you for assigning this project to me. Looking at the current scope of work
alongside my existing deliverables, meeting the current deadline might impact the overall
quality of the output.

Could we please align on the priority items, or consider extending the timeline slightly
so that I can ensure thorough execution? I would appreciate your guidance on this.

Best regards,
[Your Name]
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ko creative genius samajhna:** AI purane data se naye patterns banata hai; original innovative strategy insaan ko hi decide karni padti hai.

- **Context boundary bhool jana:** AI ko jitna detail batayenge, output utna hi solid aayega.

6. Quick Recap

AI language translation, text summarization, formula creation aur tone refinement jaise tasks ko unbelievable speed aur accuracy ke saath execute kar sakta hai.

Topic 6: AI Ki Limitations (AI Kya NAHI Kar Sakta?)

1. Concept (Simple Explanation)

AI ki limitations kya hain?

AI kitna bhi smart lage, uski kuch aisi fundamental limitations hain jo har professional ko pata honi chahiye. Agar aap in limitations ko nahi samjhenge, toh office mein badi galti hone ka risk rehta hai.

Important Boundaries:

1. **No Common Sense:** AI ke paas insaano jaisa practical worldly common sense nahi hota. Woh context ko shabdon ke hisaab se samajhta hai, street-smart reality ke hisaab se nahi.
2. **No Real Emotions or Empathy:** AI sirf sympathy ka natak kar sakta hai shabdon mein, par use insaani dard, office politics, ya employee ke genuine dukh ka ehsaas nahi hota.
3. **Data Cutoff & Freshness:** Kai AI models ka training data ek specific date tak ka hota hai. Agar aap aaj subah hui kisi local ghatna ya stock price ke baare mein poochenge, toh bina live web search ke AI purana ya galat jawab de sakta hai.
4. **Calculations mein Galti:** Paradoxically, AI language mein jitna tezz hai, pure mathematical calculations (jaise badi numbers ki multiplication) mein kabhi-kabhi confidence ke saath galat jawab de deta hai.
5. **No Moral Accountability:** Agar AI ke diye hue formula ya advice ki wajah se company ka loss hota hai, toh court ya boss AI ko suspend nahi karega — responsibility aapki hogi!

2. Real-Life Analogy

 **Indian Analogy:** AI ek "Rattu Tota" (Brilliant Parrot) jaisa hai. Usne hazaron kitabein rat rakhi hain aur fluent bolta hai. Lekin agar kamre mein aag lag jaye, toh tota kitab ke shlok bolta rahega, use yeh samajh nahi aayega ki khidki se udna hai kyunki uske paas practical common sense nahi hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **No Common Sense:** Lacking real-world street intelligence.
- **Math Inconsistency:** Language models are not calculator chips; verify all numbers.
- **Knowledge Cutoff:** Live data ke bina latest facts galat ho sakte hain.
- **Zero Accountability:** Final responsibility humesha user ki hoti hai.

- **Context Blindness:** Office ke personal relationship aur culture ko AI nahi samajh sakta.

4. Practical Example

Scenario: Ek user ne AI se pucha: `Kya 1 kilo loha 1 kilo rui (cotton) se zyada bhaari hota hai?`

Purane AI models pattern match karke bol dete the: "Haan, loha rui se zyada bhaari hota hai", kyunki internet par "iron is heavier than cotton" common phrase hai, jabki dono ka weight 1 kg hi hai!

Workplace Math Example:

Prompt:

Ek vendor bill ₹1,48,750 hai. Is par 18% GST add karke aur phir 2% TDS deduct karke final payable amount batao.

Dhyan dein: AI text explanation toh achha dega, lekin step-by-step numbers ko calculator ya Excel par verify karna mandatory hai!

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ko financial calculator maanna:** Tax, TDS, PF calculation ke liye AI ke figures ko bina Excel formula check kiye accept karna.
- **Critical legal contracts bina lawyer ke finalize karna:** AI legal draft structure de sakta hai, par local state laws ka validation human expert hi kar sakta hai.

6. Quick Recap

AI ke paas common sense, real emotions aur legal accountability nahi hoti; math aur real-time data mein yeh chook sakta hai, isliye human supervision compulsory hai.

Topic 7: AI Hallucination (AI Ka Jhooth Bolna)

1. Concept (Simple Explanation)

AI Hallucination kya hota hai?

Technical terms mein jab koi AI model poore confidence ke saath aisi baat bolta hai jo **factually 100% galat, imaginary, ya invented** hoti hai, toh use "**Hallucination**" kehte hain. Matlab AI "sapna dekh raha hai" ya hawa mein baatein bana raha hai, lekin uski tone itni convincing hoti hai ki sunne wale ko lagta hai ki yeh bilkul sach hai.

Aisa kyun hota hai?

Yaad rakhein: AI chatbot koi search engine nahi hai jo facts dhundhta hai; yeh ek "next-word predictor" hai. Jab use kisi cheez ka exact answer nahi milta, toh blank rehne ke bajaye woh aisi kahani bun deta hai jo mathematically logical lagti hai.

Workplace par iske 3 Dangerous Types:

1. **Fake References & Sources:** AI aisi kitaabon ke naam, authors, ya court cases cite kar deta hai jo duniya mein exist hi nahi karte! (US mein ek lawyer ne AI ke banaye hue fake court cases court mein submit kar diye aur use heavy penalty lagi).
2. **Invented Facts & Dates:** Kisi company ke CEO ka naam badal dena, ya GST rule ki aisi section quote karna jo constitution mein hai hi nahi.
3. **Wrong Calculations with Confident Steps:** Math ka formula sahi batayega par intermediate step mein number badal kar galat answer nikaal dega.

2. Real-Life Analogy

💡 **Indian Analogy:** AI ko apne office ka woh **"Pappu Colleague"** samjhiye jo meeting mein kabhi yeh admit nahi karta ki "mujhe nahi pata". Agar boss koi ajeeb sawal pooch le, toh Pappu poore confidence aur English accent ke saath ek man-ghadant (fabricated) kahani suna deta hai. Sunne mein lagta hai banda bohot gyani hai, par baad mein pata chalta hai ki sab hawa-hawai tha!

3. Key Points (Yaad Rakhne Wali Baatein)

- **High Confidence, Zero Truth:** Hallucination mein AI bilkul bhi hesitate nahi karta; confident tone use karta hai.
- **Not a Lie with Malice:** AI jan-bujhkar dhokha nahi deta; yeh model ke statistical prediction ka side effect hai.
- **Fake Links & Citations:** AI generated URLs par click karne par aksar "404 Page Not Found" aata hai.
- **Verification is Non-Negotiable:** Kisi bhi factual number, section ya claim ko verify karna zaroori hai.

4. Practical Real-World Examples

Example 1: Fake Legal / Regulatory Section

User Prompt: "Income Tax Act ke tehat work from home internet reimbursement kis section mein tax-exempt hai?"

AI Hallucination: "Income Tax Act 1961 ke Section 10(14)(iv-b) ke tehat ₹3,000 per month exempt hai."

(Reality: Aisi koi specific sub-clause internet ke liye defined nahi hai; AI ne numbers mix karke fake clause bana diya).

Example 2: Invented Book Reference

User Prompt: "Excel Advanced Pivot Tables par Dr. Ramesh Gupta ki 2024 mein aayi book ka naam batao."

AI Hallucination: "Dr. Ramesh Gupta ki 2024 ki prasiddh pustak 'Mastering Pivot Tables in Corporate Finance' hai."

(Reality: Na aise koi author hain na aisi koi pustak exist karti hai; AI ne prompt ke hisaab se believable title fabricate kar diya).

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ke URLs par aankh band karke trust karna:** AI text generate karte waqt hyperlinks invent kar deta hai.
- **Polite AI ko accurate AI samajhna:** Achhi English grammar ka matlab accurate facts nahi hota.

6. Quick Recap

Hallucination AI ka confidence ke saath man-ghadant (fake) facts ya references bolna hai; isliye AI ke har factual statement ko verify karna zaroori hai.

Topic 8: AI Output Verification (5-Step Checklist)

1. Concept (Simple Explanation)

AI output verification kya hai?

AI output verification ek aisi systematic process hai jisme aap AI ke diye gaye response ko final use karne se pehle cross-check karte hain. Corporate world mein ek rule humesha yaad rakhein: **"Trust, but Verify"** (Bharosa karein, par jaanch zaroor karein).

Kyun zaroori hai?

Agar aapne AI ka diya hua galat Excel formula accounts sheet mein laga diya aur balance sheet mein ₹50,000 ka difference aa gaya, ya galat GST rate client invoice par print ho gaya, toh blame AI par nahi, aap par aayega. Verification aapke career aur company ke reputation ki safety shield hai.

2. Real-Life Analogy

 **Indian Analogy:** Jaise Bank cashier machine se 500 ke notes ginne ke baad bhi ek baar haath se check karta hai aur UV light mein jaali note verify karta hai — theek waise hi AI se fast kaam karwane ke baad human eye se verification karna lazmi hai!

3. The 5-Step "Output Verification Checklist"

Har professional ko yeh 5-step checklist print karke apne desk par rakhni chahiye:

Step No.	Check Point	Kya Check Karein?	Kaise Check Karein?
Step 1	Fact & Number Check	Numbers, dates, percentage aur stats sahi hain?	Calculator ya internal raw data se tally karein.
Step 2	Source & Reference Check	Diye gaye links, books ya circulars sach mein hain?	Google search par exact title quote daal kar check karein.

Step No.	Check Point	Kya Check Karein?	Kaise Check Karein?
Step 3	Logic & Common Sense Check	Kya yeh practical real-world mein possible hai?	Apne professional experience aur common sense se evaluate karein.
Step 4	Tone & Context Alignment	Kya yeh hamari company ke culture aur audience ke anuroop hai?	Tone check karein (zyada casual ya zyada harsh toh nahi?).
Step 5	Test Run (Dry Run)	Excel formula ya code error-free chal raha hai?	Direct master sheet par nahi, sample copy sheet par pehle test karein.

4. Practical Example

Scenario: Ek accounts trainee ne AI se pucha: Excel mein negative numbers ko red color aur brackets mein dikhane ka custom format batao.

AI ne answer diya: `#,##0;[Red](#,##0)`

Verification Checklist Execution:

- **Step 1 & 2:** Standard Excel syntax check kiya.
- **Step 3:** Format structure logical laga (Positive;Negative).
- **Step 5 (Dry Run):** Trainee ne Excel khola, ek dummy cell mein `-500` likha aur custom format paste kiya. Cell turant `(500)` red color mein dikha. Test pass hua! Ab ise company file par apply kiya gaya.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Live production file par direct test karna:** Master Excel file par naya AI formula laga kar save kar dena; pehle copy sheet par test karein.
- **Skim reading:** AI ke lambe response ko sirf upar-upar se dekh kar "Theek hi hoga" soch lena.

6. Quick Recap

5-step verification checklist (Facts $\rightarrow$ Sources $\rightarrow$ Logic $\rightarrow$ Tone $\rightarrow$ Dry Run) ensure karti hai ki AI ka speed aur human ki accuracy milkar zero-defect kaam karein.

PRACTICE SET — SECTION 1

A. Example Prompts (Copy-Paste Ready)

Prompt 1:

Main ek school administrator hoon. Mere pass 50 teachers ki list hai jisme unki date of joining likhi hai. Mujhe Excel mein ek aisi formula chahiye jo calculate kare ki har teacher ko hamare school mein kitne saal aur kitne mahine complete ho chuke hain. Formula ke saath ek simple explanation bhi dena.

- **Expected Output:** Excel ka `DATEDIF` formula example ke saath aur step-by-step lagane ka tareeqa.
- **Skill Practiced:** Clear Role + Task specification for everyday administrative office work.

Prompt 2:

Aap ek senior customer service manager hain. Ek customer bohot upset hai kyunki unka order 4 din ho gaya hai aur delivery agent call nahi utha raha. Ek humble, empathetic aur action-oriented email draft karein jisme delivery fee refund aur priority delivery ka wada ho.

- **Expected Output:** Polite customer redressal email with apology, compensation offer, and tracking action.
- **Skill Practiced:** Tone manipulation and empathetic business communication.

Prompt 3:

Mujhe simple shabdon mein samjhao ki Excel mein VLOOKUP aur XLOOKUP mein kya difference hai. Ek aam accountant ke point of view se samjhana jise technical English pasand nahi hai.

- **Expected Output:** Hinglish comparison highlighting XLOOKUP's left-lookup ability and default error handling.
- **Skill Practiced:** Asking for simplified conceptual explanation in Hinglish.

Prompt 4:

Ek small Kirana store owner ke liye 5 practical tareeqe batao jisse woh apne daily hisaab-kitab aur inventory management mein basic AI tools ya Excel ka use karke apna time bacha sake.

- **Expected Output:** 5 actionable, grounded points suitable for small Indian retail businesses.
- **Skill Practiced:** Localized business use case generation.

Prompt 5:

Neeche diye gaye meeting notes se 3 main key takeaways aur 3 action items extract karein:
"Meeting 12 Oct ko hui. Raj ne bola ki website payment gateway mein OTP delay ho raha hai jisse 15% drop-off ho raha hai. Priya ne bola ki Razorpay team se baat karke Monday tak alternative gateway test karenge. Amit ne Q3 sales presentation Tuesday 3 PM tak share karne ka commitment kiya."

- **Expected Output:** Clean bulleted list with clear Key Takeaways and Action Items with owner names and deadlines.
- **Skill Practiced:** Information extraction and task structuring.

Prompt 6:

Main ek sales manager hoon. Kal subah meri team meeting hai jisme mujhe monthly target shortfall karna hai bina team ko demotivate kiye. Ek 5-minute opening speech script taiyar karein jo inspiration aur motivation ke saath ho.

- **Expected Output:** Motivational meeting opening script acknowledging challenges and boosting team morale.
- **Skill Practiced:** Scriptwriting for leadership communication.

Prompt 7:

Excel mein duplicate entries kaise identify karte hain? Conditional Formatting aur formula dono tareeqe step-by-step samjhaiye jaise kisi beginner ko sikhaya jata hai.

- **Expected Output:** Clear steps for Conditional Formatting (Highlight Cells Rules) and `=COUNTIF(...)` formula.
- **Skill Practiced:** Step-by-step technical training tutorial prompt.

Prompt 8:

Aap ek procurement officer hain. Ek new vendor ko Request for Quotation (RFQ) email bhejna hai 50 office chairs aur 10 conference tables ke liye. Payment terms 30 days credit honi chahiye. Email professional aur clear honi chahiye.

- **Expected Output:** Professional RFQ email with item table structure and commercial terms specified.
- **Skill Practiced:** Formal procurement drafting.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (Observation):** Kisi bhi AI tool (ChatGPT ya Gemini) par prompt dalein: *"Excel kab launch hua tha aur iska pehla feature kya tha?"* Note karein ki AI kitni jaldi jawab deta hai aur response ki tone kaisi hai.
2. **Activity 2 (Tone Shift):** Ek simple sentence likhein: *"Aaj main office late aaunga kyunki traffic hai."* AI ko kahein: *"Ise ek strict formal tone mein badlo"*, phir kahein *"Ise ek funny friendly tone mein badlo"*. Dono

outputs ko compare karein.

3. **Activity 3 (Catch the Hallucination):** AI se poochein: "*Bharat ke sanvidhan (Constitution) ke Section 999 mein kya likha hai?*" Dekhein ki AI kya bolta hai. Kya AI bolta hai ki aisi section nahi hai, ya hallucinate karta hai?
4. **Activity 4 (Verification Practice):** AI se kisi difficult mathematical multiplication ka answer poochein (e.g., \$8472 \times 9381\$). Phir apne computer ke calculator par verify karein.

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1:

Excel formula batao.

- **Problem:** Kaisa formula? Kis data ke liye? Kaunsa cell range? Koi context nahi hai.
- **Model Answer:**

Excel mein Column B mein Employees ki Basic Salary hai aur Column C mein HRA (20% of Basic). Column D mein Total Gross Salary nikalne aur agar Basic 50,000 se upar ho toh 10% Tax deduct karne ka IF formula banaiye.

Weak Prompt 2:

Email likh do boss ko leave ke liye.

- **Problem:** Kitne din ki leave? Kis wajah se? Kaun cover karega? Date kya hai?
- **Model Answer:**

Main ek Accounts Executive hoon. Mujhe apni behen ki shaadi ke liye 24 se 28 October tak 5 din ki Earned Leave chahiye. Mere absent hone par mera urgent invoice work mera colleague Rahul handle karega. Mere reporting manager ke liye ek formal leave request email draft karein.

Weak Prompt 3:

AI ke baare mein batao.

- **Problem:** AI ke baare mein kya? History, future, office use, ya definition? Bohot vague hai.
- **Model Answer:**

Ek non-technical office worker ke point of view se samjhao ki Generative AI kya hai aur yeh MS Word aur Excel mein rozmarra ke kaun se 3 mushkil kaam aasan kar sakta hai. Simple Hinglish mein.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. **Generative AI traditional AI se kis maamle mein alag hai?**

- A) Yeh internet nahi use karta
- B) Yeh naya original content (text, formulas, images) create kar sakta hai
- C) Yeh computer par nahi chalta
- D) Yeh sirf calculation karta hai

(Correct Answer: **B** / Explanation: Traditional AI sirf categorize ya predict karta hai, jabki GenAI brand new content synthesizes karta hai).

2. AI chatbot mein text ko chhote pieces mein todne ki process ko kya kehte hain?

- A) Filtering
- B) Formatting
- C) Tokenization
- D) Compiling

(Correct Answer: **C** / Explanation: AI input text ko numeric tokens mein break karta hai processing ke liye).

3. Jab AI poore confidence ke saath jhoothi ya galat information banata hai, toh use technical bhasha mein kya kehte hain?

- A) Buffering
- B) Phishing
- C) Hallucination
- D) Debugging

(Correct Answer: **C** / Explanation: AI ke man-ghadant believable jhooth ko Hallucination kehte hain).

4. Inme se kaunsi cheez AI ke paas NAHI hoti?

- A) High speed processing
- B) Natural language understanding
- C) Insaani Common Sense aur Feelings
- D) Pattern recognition

(Correct Answer: **C** / Explanation: AI ke paas real human common sense aur emotions nahi hote).

5. AI ke 4-step working mechanism ka sahi sequence kaunsa hai?

- A) Model $\rightarrow$ Input $\rightarrow$ Output $\rightarrow$ Prediction
- B) Input $\rightarrow$ Model $\rightarrow$ Prediction $\rightarrow$ Output
- C) Output $\rightarrow$ Prediction $\rightarrow$ Input $\rightarrow$ Model
- D) Input $\rightarrow$ Prediction $\rightarrow$ Output $\rightarrow$ Model

(Correct Answer: **B** / Explanation: Pehle input prompt aata hai, model analyze karta hai, next token predict hota hai, phir output show hota hai).

6. Agar AI aapko koi legal act ya tax section batata hai, toh aapko sabse pehle kya karna chahiye?

- A) Turant client ko bhej dena chahiye
- B) Official government website ya verified source par cross-check karna chahiye

- C) Print nikal lena chahiye
- D) AI par shak karna paap hai

(Correct Answer: **B** / Explanation: AI fake references fabricate kar sakta hai, isliye primary source verification zaroori hai).

7. Output Verification Checklist ka Step 5 "Dry Run" kya hota hai?

- A) Computer ko restart karna
- B) Master file par direct formula lagana
- C) Formula ya draft ko pehle ek sample/dummy sheet par test karna
- D) Printout nikal kar dhoop mein sukhana

(Correct Answer: **C** / Explanation: Dry run ka matlab production data par apply karne se pehle test copy par verify karna).

8. Kya AI se generated content ka 100% legal aur operational credit/blame AI company legi?

- A) Haan, OpenAI ya Google saara jurmana bharenge
- B) Nahi, final responsibility hamesha end-user (aapki) hoti hai
- C) Sirf aadha jurmana bharenge
- D) Court AI ko jail bhejegi

(Correct Answer: **B** / Explanation: AI tools ke Terms of Service mein clearly likha hota hai ki output verification user ki responsibility hai).

Short-Answer Questions:

1. Tokens kya hote hain aur AI unhe kaise use karta hai?

- Answer: Tokens text ke chhote tukde (characters ya words) hote hain. AI human language ko direct nahi samajhta; woh shabdon ko tokens mein todta hai, unhe numbers mein convert karta hai aur mathematical probability se predict karta hai.

2. AI Hallucination se bachne ke 2 practical tareeqe kya hain?

- Answer: (1) AI ko prompt mein strictly kahein: "Agar aapko pakka answer nahi pata toh guess mat karein, clearly likhein ki information available nahi hai." (2) Output mein diye gaye facts aur numbers ko Google ya official reference manual se cross-check karein.

3. AI vs ML vs GenAI ka aapas mein kya relation hai?

- Answer: AI sabse bada field (umbrella) hai jo smart machines ki baat karta hai. Machine Learning (ML) AI ka ek hissa hai jo data se seekhta hai. Generative AI (GenAI) ML ka ek specialized hissa hai jo naya content (text, image, code) generate karta hai.

E. Mini Assignment — Section 1

Task:

1. Ek real AI tool (ChatGPT ya Gemini) kholiye.

2. AI se ek prompt poochiye: *"Ek corporate office ke liye formal Leave Policy document ka 1-page outline taiyar karein jisme Casual Leave, Sick Leave, aur Maternity/Paternity Leave ke rules shamil hon."*
3. Jo response mile, uspar hamari **5-Step Verification Checklist** lagaiye.
4. Apni notebook ya Word file mein likhein:
 - AI ne kaunse rules ache banaye?
 - Kaunse rules Indian Labour Law ke hisaab se check karne layak hain?
 - Kya tone bilkul professional hai?

Evaluation Points: Prompt clarity, identification of Indian context rules, and thorough verification notes.

MODULE 1 — SECTION 2: Introduction to AI Tools (AI Tools Ka Parichay Aur Chunav)

 **Important Note:** AI tools ke features, free limits aur interface time ke saath update hote rehte hain. Isliye exact latest features aur plans ke liye unki official websites par check karein. Yahan hum in tools ke core strengths aur practical workplace use cases ko samajhenge.

Topic 1: ChatGPT (OpenAI)

1. Concept (Simple Explanation)

ChatGPT kya hai?

ChatGPT OpenAI company ka banaya hua ek conversational AI chatbot hai. Yeh wahi tool hai jisne 2022 ke end mein aakar poori duniya mein Generative AI ki lehar shuru ki thi. ChatGPT natural conversational style mein text generate karne, brainstorming karne, programming code likhne, aur complex ideas ko aasan shabdon mein samjhane ke liye poori duniya mein sabse zyada famous hai.

Kyun zaroori hai?

Ek beginner ke liye ChatGPT sabse friendly aur versatile starting point hai. Chahe aapko ek tough customer complaint ka diplomatic email draft karna ho, Excel ke kisi error (#N/A , #VALUE!) ko debug karna ho, ya apne boss ke liye meeting points plan karne hon — ChatGPT har role mein fit baithta hai. Yeh ek all-rounder digital executive ki tarah behave karta hai.

Kaise kaam karta hai?

ChatGPT Large Language Model (GPT series) par run karta hai. Yeh aapke likhe hue prompt ka context samajhta hai aur conversational flow maintain rakhta hai. Iska matlab aap isse human ki tarah baat kar sakte hain — pehle ek draft banwayein, phir kahein "ise thoda chhota karo", phir kahein "ab isme bullet points daalo". ChatGPT purani baaton ko dhyan mein rakh kar output update karta rehta hai.

2. Real-Life Analogy

 **Indian Analogy:** ChatGPT ko apne office ka woh "Smart All-Rounder Senior Colleague" samjiye jo har department (HR, Marketing, Admin, Content) ka basic kaam janta hai. Jab bhi aap kisi task mein atak jaate hain, aap unke desk par jaate hain aur woh muskura kar aapko rasta dikha dete hain!

3. Key Points (Yaad Rakhne Wali Baatein)

- **The Pioneer Tool:** Generative AI market ka sabse pehla aur sabse popular tool.

- **Master of Conversation:** Natural human-like chat aur iterative revision mein best.
 - **Great for Coding & Formulas:** Excel formulas, Python, SQL aur VBA macros bohot clean generate karta hai.
 - **Custom Instructions:** Aap isse pehle hi bata sakte hain ki aapka role kya hai taaki har bar context na dena pade.
 - **Huge Community & Plugins:** Sabse zyada tutorials aur support internet par ChatGPT ke available hain.
-

4. Practical Example

Scenario: Ek office clerk ko Excel mein do columns compare karne hain: Column A mein Master Employee IDs hain aur Column B mein Today's Attendance IDs hain. Jo employee aaj absent hain unhe highlight karna hai.

Prompt:

Main Excel mein attendance reconcile kar raha hoon. Column A mein sabhi registered employees ki Employee ID hai (A2:A100). Column B mein aaj office aane wale employees ki ID hai (B2:B85). Kripya ek aisi formula batao jisse Column C mein likha aaye "Absent" agar employee ki ID Column B mein na mile, aur "Present" agar mil jaye.

AI Response (Sample):

Aap Column C2 mein yeh `IF` aur `COUNTIF` formula use kar sakte hain:
`=IF(COUNTIF(\$B\$2:\$B\$85, A2)>0, "Present", "Absent")`

Explanation:

- `COUNTIF(\$B\$2:\$B\$85, A2)` check karega ki A2 ki ID Column B mein kitni baar aayi hai.
- Agar count 0 se zyada hai, toh Excel "Present" show karega, warna "Absent".
- Is formula ko C2 se C100 tak drag kar dein!

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Company ka confidential data paste karna:** Kabhi bhi company ke actual client passwords, PAN cards ya confidential sales reports ChatGPT ke public model mein paste na karein.
 - **Ek hi chat mein saare alag topics mix karna:** Agar aap Excel formula pooch rahe hain, toh nayi chat kholiye jab aapko personal leave email likhwana ho; warna context confuse ho jata hai.
-

6. Quick Recap

ChatGPT ek versatile, all-rounder AI tool hai jo natural communication, Excel formulas, email drafting aur brainstorming ke liye standard maana jata hai.

📌 Topic 2: Google Gemini (Google)

1. Concept (Simple Explanation)

Google Gemini kya hai?

Google Gemini (jo pehle Bard ke naam se jana jata tha) Google company ka state-of-the-art AI tool hai. Kyunki yeh Google ka product hai, iska sabse bada power hai Google ke vast search ecosystem, Google Docs, Sheets, Gmail aur YouTube ke saath deep integration.

Kyun zaroori hai?

Agar aapka office ya personal work Google Workspace (Gmail, Google Drive, Google Sheets, Google Docs) par chalta hai, toh Gemini aapke liye ek natural choice hai. Yeh live web information access karne mein bohot fast hai aur Google Search ke live data se real-time facts verify karne ka direct option ("Double Check with Google") deta hai.

Kaise kaam karta hai?

Gemini ko shuru se hi "Multimodal" design kiya gaya hai. Multimodal ka matlab hai ki yeh ek hi time par text, images, audio, video aur code sabko seamlessly samajh sakta hai. Agar aap kisi invoice ya attendance chart ki photo click karke Gemini ko upload karein, toh yeh image ke andar se table extract karke data organize kar sakta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Gemini ko apne office ka woh **"Google-Connected Researcher"** samjhiye jiske desk ke paas Google ki saari books, live news alerts, aur office ki Gmail inbox ka direct connection hai. Koi bhi taaza khabar ya live fact check karna ho, toh yeh direct Google database check karke bata deta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Built by Google:** Google ke world-class infrastructure aur real-time data par grounded.
- **Multimodal by Nature:** Text ke saath photos, handwritten notes aur charts ko efficiently read karta hai.
- **Google Ecosystem Tie-in:** Gmail aur Google Docs ke drafts direct export karne ka button deta hai.
- **Fact-Check Button:** Google search se response ko cross-verify karne ki unique feature.
- **Speed & Fresh Information:** Latest current affairs aur recent corporate events par fast updates.

4. Practical Example

Scenario: Ek marketing trainee ko 2026 ke trending corporate gift ideas research karne hain aur report seedhe Google Docs mein draft karni hai.

Prompt:

Humari company ke annual employee recognition day ke liye 5 innovative, eco-friendly corporate gift hampers ke ideas propose karein (budget: ₹1,500 per employee). Har gift ka concept, estimated price aur kyun pasand aayega explain karein. Table format mein dete hain.

AI Response (Sample):

(Gemini clean table generate karta hai aur niche "Export to Docs" aur "Export to Sheets" ka button deta hai, jisse 1-click mein data aapki spreadsheet mein chala jata hai).

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Sochna ki Gemini aur Google Search bilkul ek hain:** Gemini AI summary deta hai, jabki search links deta hai; dono ka use case alag hai.
- **Google Sheets integration par bina formula check kiye trust karna:** Auto-generated formulas ko Sheets mein verify zaroor karein.

6. Quick Recap

Google Gemini Google ecosystem aur multimodal tasks (images + text) ke liye best hai aur real-time information access karne mein mahir hai.

Topic 3: Microsoft Copilot (Microsoft)

1. Concept (Simple Explanation)

Microsoft Copilot kya hai?

Microsoft Copilot (jo pehle Bing Chat ke naam se jana jata tha) Microsoft ka AI companion hai jo OpenAI ke powerful models par built hai, lekin iska main focus enterprise productivity aur Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams) ke saath integration par hai.

Kyun zaroori hai?

Hamare course ka naam hi hai "AI-Enabled MS Office & Advanced Excel", isliye Microsoft Copilot is course ka sabse central tool hai! Copilot direct Excel ribbon, Word toolbar aur PowerPoint window ke andar baithta hai. Aap Excel sheet khol kar bol sakte hain: "Is sheet ka Pivot Table banao", aur Copilot bina formula type kiye direct Pivot bana deta hai!

Kaise kaam karta hai?

Copilot aapke MS Office document ke data ko padhta hai, aapke natural language prompt ko samajhta hai, aur Office ke internal features ko command dekar run karwata hai. Web version mein yeh internet search (Bing) se live citations ke saath authentic corporate information deta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Copilot ko apne computer ka **"Personal Typist & Excel Expert"** samjhiye jo aapke bagal mein baitha hai. Jab aap bolte hain: "Sharma ji, zara is sheet par sales ka bar chart laga do", toh Sharma ji turant mouse hilaye bina chart create karke screen par ready kar dete hain!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Deep MS Office Integration:** Excel, Word, PowerPoint, Outlook ke andar natively integrated.
- **Enterprise Grade Security:** Corporate accounts mein company ka data model training ke liye use nahi hota.
- **Bing Web Grounding:** Har search answer ke saath source links aur citations deta hai.
- **Formula & Pivot Automation:** Plain English bol kar Excel mein formatting, conditional rules aur charts apply karwana.
- **PowerPoint Presentation Generator:** Sirf topic ya Word document dekar multi-slide presentation draft karwana.

4. Practical Example

Scenario: Sales executive ne 500 rows ka sales data open kiya hua hai. Use dekhna hai ki North Region mein Q3 mein kis product category ne sabse zyada revenue diya.

Prompt (Inside Copilot in Excel):

Neeche diye gaye sales table ko analyze karein. Region 'North' ke liye Total Revenue by Category ka ek Pivot Table create karein aur ek clustered column chart insert ka

AI Response (Sample):

Copilot table analyze karega aur confirmation dega:
"Maine North Region ke liye Category-wise Total Revenue ka Pivot Table naye tab par create kar diya hai aur ek visual Clustered Column Chart add kar diya hai."

5. Common Mistakes / Dhyani Dene Wali Baatein

- **Unformatted data par Copilot chalana:** Excel mein Copilot sabse acha tab kaam karta hai jab data **Official Excel Table (Ctrl + T)** ke format mein ho. Plain ranges par yeh kabhi-kabhi error deta hai.
- **Headers missing hona:** Agar table mein column headers (Name, Date, Amount) saaf nahi hain, toh Copilot confuse ho jayega.

6. Quick Recap

Microsoft Copilot MS Office (Excel, Word, PPT) users ke liye ultimate companion hai jo natural language commands se spreadsheets aur documents manipulate karta hai.

Topic 4: Claude (Anthropic)

1. Concept (Simple Explanation)

Claude kya hai?

Claude Anthropic company ka banaya hua advanced AI model hai. Anthropic company ko AI Safety aur "Constitutional AI" ke principles par banaya gaya hai. Claude duniya bhar ke writers, researchers, aur professionals ke beech apni natural, subtle, polite writing style aur bohot lambe documents (Long Context) ko padhne ki shamta ke liye jaana jata hai.

Kyun zaroori hai?

Kayi baar corporate office mein aapko 200 pages ka tender document, company annual report, legal agreement ya employee handbook milti hai, jise padhne mein 3 din lag sakte hain. Claude ka context window itna bada hota hai ki aap poori PDF ek sath upload karke bol sakte hain: "Is document mein company ki liability clauses kahan hain, page number ke saath list banao."

Kaise kaam karta hai?

Claude safety aur nuance par dhyan deta hai. Yeh robot jaisi dry language nahi likhta, balki aisa text likhta hai jo lagta hai kisi experienced professional ne bohot soch-samajh kar likha ho. Iske paas "Artifacts" feature bhi hota hai jisme code, documents aur interactive tables ek separate side-window mein clean format mein dikhai dete hain.

2. Real-Life Analogy

 **Indian Analogy:** Claude ko apne office ka woh **"Senior Legal Advisor ya Ph.D. Consultant"** samjhiye jo bohot shaant, samajhdar aur bhasha par zabardast pakad rakhne wala insaan hai. Moti se moti file unke samne rakh do, woh shaam tak bina kisi jaldbaazi ke exact points highlight karke de denge!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Massive Document Handling:** 100+ pages ki PDFs, books aur lambe reports ko ek bar mein analyze karna.
 - **Superior Natural Writing:** Robotic tone ki jagah sophisticated, human-like corporate communication.
 - **AI Safety & Ethics:** Harmful ya misleading answers avoid karne mein bohot strict.
 - **Artifacts Window:** Code, reports aur data tables ko separate clean viewer pane mein manage karna.
 - **Low Hallucination in Text:** Complex reading comprehension tasks mein factual accuracy high rehti hai.
-

4. Practical Example

Scenario: Ek HR manager ko 45 pages ki updated Government Labour Code compliance document di gayi hai aur use apne management ke liye 2-page executive summary chahiye.

Prompt:

Maine 45 pages ka Labour Code PDF attach kiya hai.
Kripya humari IT Services company (200 employees) ke perspective se:
1. Top 5 compliance changes jo humare HR payroll ko impact karenge.
2. Gratuity aur Overtime calculation mein naye rules kya hain?
3. Action items list with priority (High/Medium/Low).
Bullet points mein clean executive summary banayein.

AI Response (Sample):

(Claude document ke andar se exact sections quote karke point-by-point clean executive summary aur structured action matrix provide karta hai).

5. Common Mistakes / Dhyani Dene Wali Baatein

- **Real-time daily stock prices poochhna:** Claude ka primary focus deep reasoning aur document analysis par hai; live web scraping ke liye Perplexity ya Copilot zyada suited hote hain.
- **Short prompts dena:** Claude detailed context ke saath behtareen response deta hai, isliye ise background zaroor batayein.

6. Quick Recap

Claude lambi PDFs, annual reports aur tenders ke deep analysis aur high-quality professional writing ke liye industry ka gold-standard tool hai.

Topic 5: Perplexity (Perplexity AI)

1. Concept (Simple Explanation)

Perplexity kya hai?

Perplexity AI ek aisi technology hai jise "AI Answer Engine" kaha jata hai. Normal Google search aapko 10 blue links deta hai jin par aapko khud click karke padhna padta hai. Normal ChatGPT jawab deta hai par source nahi batata. **Perplexity dono ka best combination hai** — yeh internet search karta hai, information summarize karta hai, aur har sentence ke upar footnote number lagakar authentic website ka clickable link (Citation) deta hai!

Kyun zaroori hai?

Office aur research work mein aap koi bhi aisi figure boss ko nahi de sakte jiska source aapko pata na ho (jaise: "India ka current GST collection kitna hai?"). Agar aap ChatGPT se poochenge toh woh purana number de sakta hai. Perplexity se poochenge toh woh official PIB ya Ministry of Finance ki website cite karke exact latest number dega.

Kaise kaam karta hai?

Perplexity real-time web crawlers aur LLMs ka fusion use karta hai. Jab aap prompt puchte hain, yeh live internet par 10-15 best web pages scan karta hai, reliable sources filter karta hai, aur unhi verified sources se synthesize karke aapko footnotes ke saath comprehensive answer deta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Perplexity ko ek **"Investigative Journalist"** samjhiye jo har khabar ke peeche pakka proof aur dastavez (documents) lekar aata hai. Woh koi bhi baat hawa mein nahi bolta; bolta hai: "Yeh dekhiye government notification ka Gazette page number 12, aur yeh raha uska direct link!"

3. Key Points (Yaad Rakhne Wali Baatein)

- **Citations & Footnotes:** Har claim ke saath clickable source link milta hai.
- **Zero Hallucination Focus:** Real-time web browsing ke karan facts fabricate karne ke chances sabse kam.
- **Focus Modes:** Aap search ko filter kar sakte hain (e.g. sirf Academic papers, YouTube, ya Reddit).
- **Pro Search / Deep Research:** Ek query ko multiple logical steps mein tod kar internet scour karna.
- **Instant Fact Checking:** Any news, government circular, market rate instant verify karna.

4. Practical Example

Scenario: Ek accounts manager ko latest financial year ke liye MSME 45-day payment rule (Section 43B(h)) ke latest government clarifications ki summary chahiye source ke saath.

Prompt:

Income Tax Act ke Section 43B(h) ke tehat MSME payments ke 45-day rule par latest government guidelines aur clarifications kya hain? Har point ke sath official source ya circular

AI Response (Sample):

Section 43B(h) ke anusar buyers ko MSME registered enterprises ko payment specified timeline (agreement ke sath max 45 din, bina agreement 15 din) mein karni hogi [1]. Agar payment delay hui, toh woh expense us financial year mein deduct nahi hoga [2].

Sources Cited:

[1] Income Tax Department Official Notification (incometax.gov.in)

[2] Ministry of Micro, Small and Medium Enterprises circular (msme.gov.in)

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Creative storytelling ke liye use karna:** Yeh factual search ke liye hai, creative poem ya emotional letter ke liye ChatGPT/Claude behtar hain.
- **Citations bina check kiye trust karna:** Link par 1 second click karke zaroor dekhein ki link live hai aur wahi keh raha hai jo Perplexity ne likha hai.

6. Quick Recap

Perplexity internet search aur AI ka powerful sangam hai jo har jawab ke saath authentic web sources aur clickable citations deta hai.

Topic 6: AI Tools Ka Basic Comparison

Ab chaliye in paanchon powerhouse tools ko ek comprehensive table mein aamne-saamne compare karte hain:

Tool Ka Naam	Best For (Sabse Achha Kis Kaam Ke Liye)	Main Strengths (Khaas Khubiyen)	Limitations (Dhyan Rakhne Wali Baatein)	Example Use in Office Work
ChatGPT (OpenAI)	All-round daily tasks, Excel formulas, brainstorming, conversational drafting.	Bohot friendly UI, code/formula generation, versatile tone control, custom instructions.	Free version par kabhi-kabhi web search slow ho sakti hai; hallucination risk rehta hai.	Complex nested Excel formula create karna, angry customer email draft karna.
Google Gemini (Google)	Multimodal tasks (images + text), Google Workspace integration, current events.	Google Docs/Sheets export buttons, images se data reading, fast response time.	Creative writing thodi formal ya factual lag sakti hai; formula explanations kabhi-kabhi brief hoti hain.	Invoice ki photo dekh kar table banana, Google Sheets ke formulas nikalna.
Microsoft Copilot (Microsoft)	Native MS Office 365 work (Excel, Word, PowerPoint, Teams, Outlook).	Direct Excel ribbons mein chalna, PowerPoint slides generate karna, enterprise data security.	Complex multi-step reasoning web version mein kabhi-kabhi inconsistent ho sakti hai; table format strict chahiye.	Excel sheet par direct Pivot Table banana, meeting recording se automatic MOM banana.
Claude (Anthropic)	Long documents (100+ pages), legal compliance, detailed reports, sophisticated writing.	Badi PDFs analyze karna, natural nuanced human writing tone, safe and accurate.	Live web search features doosron ke comparison mein limited hain; image generation nahi karta.	80 pages ka vendor agreement scan karke penalty clauses dhundhna.
Perplexity (Perplexity AI)	Fact-based research, market intelligence, latest government circulars with sources.	Har line ke sath clickable citations/sources, live web browsing, zero fake links.	Pure creative writing ya casual brainstorming ke liye ideal nahi hai.	Current GST rules, competitors ke pricing plans, market research reports banana.

📌 Topic 7: Different Tasks Ke Liye AI Tool Selection ("Kaunsa Tool Kab Use Karein?")

Corporate office mein smart professional wahi hai jo har kaam ke liye sahi hathiyar (tool) select karta hai. Neeche diye gaye decision table ko reference banayein:

🗺️ "Kaunsa Tool Kab Use Karein?" Decision Table

Aapka Task Kya Hai?	Recommended Tool	Kyun?
1. Excel Sheet mein direct Pivot/Chart	→ Microsoft Copilot	Kyunki yeh Excel ribbon ke a
2. Excel Formula ya VBA Macro debug karna	→ ChatGPT	Kyunki formula logic aur step
3. 50-100 pages ki Tender/Policy PDF padhna	→ Claude	Kyunki iska large context win
4. Latest GST Circular / Govt Law check karna	→ Perplexity	Kyunki har fact ke sath veri
5. Invoice/Receipt ki photo se data nikalna	→ Google Gemini	Kyunki iski image recognitio
6. Professional, Diplomatic Corporate Letter	→ Claude ya ChatGPT	Kyunki yeh human nuance aur t
7. Google Docs/Sheets par fast work	→ Google Gemini	Kyunki 1-click "Export to Do
8. PowerPoint Presentation ki slide outline	→ Copilot ya ChatGPT	Kyunki topic se complete sli

🧪 PRACTICE SET — SECTION 2

A. Example Prompts (Copy-Paste Ready)

Prompt 1 (For ChatGPT - Excel Formula):

Main Excel mein monthly sales track kar raha hoon. Column A mein Date hai, Column B mein Sales Amount hai. Mujhe aisa formula chahiye jo sirf current month (October 2026) ki total sales ka sum nikale. SUMIFS use karke formula aur cell references samjhaiye.

- **Expected Output:** `=SUMIFS(...)` formula with dynamic `EOMONTH` or date boundaries explained.
- **Skill Practiced:** Spreadsheet logic design.

Prompt 2 (For Perplexity - Factual Research with Sources):

Bharat mein naye financial year ke liye e-invoicing kis turnover limit ke upar ke businesses ke liye mandatory hai? Kripya notification circular number aur official portal link cite karein.

- **Expected Output:** Exact turnover threshold, effective dates, and verified source citations.
- **Skill Practiced:** Regulatory research with evidence verification.

Prompt 3 (For Claude - Long Document Review):

Neeche humari company ki 5-page Vendor NDA (Non-Disclosure Agreement) ka text paste hai. Isme se Non-compete period, Jurisdiction court aur Indemnity limitation clauses extract karein aur batayein ki kya koi clause vendor ke favor mein excessively biased hai?

- **Expected Output:** Clean legal clause extraction and balanced risk analysis.
- **Skill Practiced:** Contractual document comprehension.

Prompt 4 (For Google Gemini - Multimodal / Table Extraction):

Maine ek supplier invoice ki image upload ki hai. Is image mein se Invoice Number, Date, Vendor GSTIN, Item Descriptions, Taxable Amount, CGST, SGST aur Total Amount ko ek neat table mein convert karein jise main Excel mein copy kar sakoon.

- **Expected Output:** Tabular plain text data ready to copy into spreadsheet columns.
- **Skill Practiced:** OCR image-to-table conversion.

Prompt 5 (For Microsoft Copilot - Excel Manipulation):

Table1 mein mere paas Employee Name, Department aur Annual Salary hai. Ek prompt generate karein jisse Copilot Excel mein HR Department ke average salary ka bar chart insert kar sake.

- **Expected Output:** Exact command phrase to feed Copilot inside MS Excel.
- **Skill Practiced:** In-app Office AI prompting.

Prompt 6 (For ChatGPT - Professional Email Drafting):

Aap ek operations manager hain. Ek vendor ne 3 baar defective raw materials deliver kiye hain. Unke Director ke liye ek strict par legally polite warning email draft karein jisme contract termination aur payment hold ki warning ho agar agla batch standard pass na kare.

- **Expected Output:** Firm, formal, legally defensive corporate communication.
- **Skill Practiced:** High-stakes business diplomacy.

Prompt 7 (For Perplexity - Market Comparison):

India mein top 3 cloud payroll softwares (jaise Keka, greytHR, ZingHR) ka feature comparison karein. Pricing model, Mobile app rating, aur Indian statutory compliance (PF/ESIC/PT) features. Authentic review sources cite karein.

- **Expected Output:** Structured comparative matrix backed by user review citations.
- **Skill Practiced:** Vendor and software benchmarking.

Prompt 8 (For Claude - Tone Transformation):

Neeche ek employee ka rough resignation email hai. Ise ek gracious, warm aur thankful tone mein rewrite karein taaki purane company ke saath future networking relationships acche bane rahein: "Hi manager, I am leaving the company next month because of better salary. Relieve me soon."

- **Expected Output:** Heartfelt, graceful resignation letter maintaining bridge and professionalism.
- **Skill Practiced:** Emotional intelligence and career communication.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (Head-to-Head Comparison):** Ek hi simple prompt dono jagah type karein (ChatGPT aur Google Gemini): *"Excel mein VLOOKUP aur INDEX-MATCH ka difference ek 3-column table mein samjhao."* Note karein ki kisne jaldi diya aur kiska explanation zyada clear laga.
2. **Activity 2 (Perplexity Citation Test):** Perplexity par search karein: *"RBI ka latest repo rate kitna hai?"* Diye gaye footnote number par click karein aur dekhein ki kya woh sach mein RBI ya reliable news site par khulta hai.
3. **Activity 3 (Office Copilot Simulation):** Agar aapke paas Microsoft 365 Copilot hai, toh ek sample table banakar command dein: *"Add a column showing 10% bonus on Salary"*. Agar Copilot nahi hai, toh ChatGPT se poochein: *"Agar mujhe Excel mein 10% bonus add karna ho toh main Copilot ko kya prompt doon?"*
4. **Activity 4 (Claude Document Test):** Koi bhi 10-15 pages ki public policy PDF download karein aur Claude par upload karke summary maangein. Response ki readability check karein.

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1:

Tender summary banao.

- **Problem:** Kaunsa tender? Kis aspect par focus karna hai? Length kitni honi chahiye?
- **Model Answer:**

Aap ek senior procurement analyst hain. Maine attach kiye gaye 30-page government road construction tender document ka review kiya hai. Kripya iska 1-page executive summary taiyar karein jisme: (1) Eligibility criteria & minimum turnover, (2) EMD aur security deposit amount, (3) Key submission requirements, aur (4) Disqualification risk points shamil hon.

Weak Prompt 2:

Perplexity par GST search karo.

- **Problem:** GST ek vishal topic hai; query specific honi chahiye.
- **Model Answer:**

Corporate cafeteria aur employee food coupons par 2026 mein GST applicability ke kya rules hain? Authority for Advance Rulings (AAR) ke recent decisions aur circular numbers cite karke samjhaiye.

Weak Prompt 3:

Copilot se PPT banwao.

- **Problem:** Topic, slides count, target audience kuch bhi mention nahi hai.
- **Model Answer:**

New employees ke 1-hour orientation program ke liye ek 6-slide PowerPoint presentation ka structure design karein. Slides cover karenge: Welcome & Mission, Core Values, Office timings & Leave policy, IT & Cyber safety, Key Stakeholders, aur Q&A session. Har slide ke bullet points aur speaker notes dena.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. Agar aapko 100 pages ka lamba contract padh kar summarize karwana hai, toh sabse recommended tool kaunsa hai?

- A) Paint
- B) Claude
- C) Calculator
- D) Notepad

(Correct Answer: **B** / Explanation: Claude ka large context window lambe documents ko bina memory drop summarize karne ke liye famous hai).

2. Perplexity AI ka sabse bada unique feature kya hai?

- A) Yeh gaana gata hai
- B) Har claim aur sentence ke sath verified source links (citations) deta hai
- C) Yeh computer band kar deta hai
- D) Yeh sirf offline chalta hai

(Correct Answer: **B** / Explanation: Perplexity ek AI answer engine hai jo web sources cite karta hai).

3. Microsoft 365 Copilot ka primary workplace benefit kya hai?

- A) Yeh Excel, Word, PPT ke andar natively integrate hota hai
- B) Yeh video games khelta hai
- C) Yeh hardware fix karta hai
- D) Yeh printer ka paper change karta hai

(Correct Answer: **A** / Explanation: Copilot Microsoft Office suite ke andar directly operate karta hai).

4. Kiski shuruat se duniya bhar mein Generative AI popular hua tha (November 2022)?

- A) ChatGPT (OpenAI)
- B) Windows XP
- C) Google Search
- D) Yahoo Messenger

(Correct Answer: **A** / Explanation: ChatGPT ne modern GenAI wave shuru ki thi).

5. Google Gemini ka multimodal nature ka kya matlab hai?

- A) Yeh sirf ek bhasha bol sakta hai
- B) Yeh text, images, audio aur code ko ek sath samajh aur process kar sakta hai
- C) Yeh screen band kar deta hai
- D) Yeh sirf mobile par chalta hai

(Correct Answer: **B** / Explanation: Multimodal models multiple media types (text, photos, audio) handle karte hain).

6. Excel mein Copilot ko run karte waqt data kis format mein hona best practice maana jata hai?

- A) Plain text notepad
- B) Official Excel Table (`Ctrl + T`) format with clean headers
- C) Blank sheet
- D) PDF scan copy

(Correct Answer: **B** / Explanation: Excel Tables (`Ctrl + T`) structure data dete hain jisse Copilot efficiently kaam karta hai).

7. Agar aapko kisi AI tool ke exact current price aur plan limits jaanne hon toh kya rule follow karna chahiye?

- A) Purane 2023 ke video tutorials par vishwas karein
- B) Tool ki official website par jakar latest pricing page check karein
- C) Guess karein
- D) AI se poochein aur bina verify kiye accept karein

(Correct Answer: **B** / Explanation: AI features aur pricing frequently change hoti hain, isliye official portal check karna zaroori hai).

8. Kya ChatGPT ke public free version mein company ke bank account passwords daalna safe hai?

- A) Haan, bilkul safe hai
- B) Bilkul nahi, confidential personal aur financial data public AI par share karna mana hai
- C) Agar password strong ho toh safe hai
- D) Sirf Sunday ko safe hai

(Correct Answer: **B** / Explanation: Data privacy guidelines ke anusar confidential data public AI par enter nahi karna chahiye).

Short-Answer Questions:

1. Google Gemini aur Google Search mein kya difference hai?

- *Answer:* Google Search user ko relevant web links ki list deta hai jahan jaakar user ko khud padhna padta hai. Google Gemini multiple sources se information ko synthesize karke seedha ek structured human-like answer aur creative content generate karta hai.

2. Microsoft Copilot Excel users ke liye game-changer kyun hai?

- *Answer:* Kyunki Excel users ko complex nested formulas ya VBA code memorize karne ki zaroorat nahi rehti; plain English mein bol kar Pivot Tables, data filtering, charts aur column calculations automate ki ja sakti hain.

3. Citations (Footnotes) ka corporate research mein kya importance hai?

- *Answer:* Citations ensure karte hain ki information authentic aur verifiable hai. Corporate management bina source proof ke kisi bhi data ko business decisions ke liye accept nahi karti.

E. Mini Assignment — Section 2

Task:

1. Ek hi same research question choose karein: *"India mein small businesses ke liye GST composition scheme ke rules kya hain?"*
2. Is question ko **ChatGPT** aur **Perplexity AI** dono par run karein.
3. Ek comparative note banayein:
 - ChatGPT ne kaisa explanation diya?
 - Perplexity ne kaunse source links cite kiye?
 - Dono mein se kaunsa answer aap apne accounts manager ko direct dikha sakte hain aur kyun?*Evaluation Points:* Tool selection reasoning, comparison of source citations vs general text, and professional judgment.

MODULE 1 — SECTION 3: Basic Prompt Engineering

(Prompt Likhte Kaise Hain?)

Topic 1: Prompt Kya Hai?

1. Concept (Simple Explanation)

Prompt kya hai?

AI ki duniya mein **"Prompt"** us text instruction, sawal ya message ko kehte hain jo aap kisi AI tool (jaise ChatGPT, Copilot ya Gemini) ke input box mein type karke enter dabate hain. Seedhe shabdon mein, prompt woh command ya request hai jisse aap AI ko batate hain ki aapko usse kya karwana hai.

Yeh kyun zaroori hai?

Computer science ka ek purana golden rule hai: **GIGO — Garbage In, Garbage Out**. Agar aap AI ko kachra instruction denge ("kuch bana do"), toh AI bhi kachra aur bekar jawab dega. Lekin agar aap AI ko clear, structured aur specific prompt denge, toh AI aisa high-quality response dega jo lagta hai kisi ₹15 lakh package wale senior expert ne taiyar kiya hai!

Yeh kaise kaam karta hai?

Prompt AI ke liye ek compass (disha-soochak) ka kaam karta hai. AI ke neural network mein arbon words aur concepts store hain. Jab aap ek specific prompt likhte hain, toh AI saare irrelevant data ko ignore karke sirf wahi neurons activate karta hai jo aapke prompt ke topic se match karte hain.

2. Real-Life Analogy

 **Indian Analogy:** Prompt ko ek **"Restaurant ka Order"** samjhiye. Agar aap waiter se jaakar bolenge: "Kuch khane ko le aao" — toh waiter confuse ho jayega ya aisi sabzi le aayega jo aapko bilkul pasand nahi. Lekin agar aap clearly bolenge: *"Bhaiya, ek plate paneer butter masala kam mirch wala, do butter naan crispy, aur ek fresh lime soda bina cheeni ke lana"* — toh aapko wahi milega jo aap chahte the! Prompt wahi exact order hai.

3. Key Points (Yaad Rakhne Wali Baatein)

- **The Starting Point:** Prompt AI ke saath baat-cheet ka shuruati gateway hai.
 - **Direct Impact on Quality:** Jaisa prompt hoga, theek waisa hi response aayega.
 - **Language is No Barrier:** Aap English, Hinglish ya Hindi mein prompts likh sakte hain.
 - **Not Just Questions:** Prompt sirf sawal nahi hote; yeh instructions, code snippets, ya rough data bhi ho sakte hain.
-

4. Practical Example

Scenario: Ek professional ko Excel mein kisi employee ki age calculate karni hai uski Date of Birth (DOB) se.

Prompt:

Excel mein Cell A2 mein Employee ki Date of Birth (DD-MM-YYYY) likhi hai.
Mujhe Cell B2 mein aaj ki date ke hisaab se uski exact age years mein calculate karni hai.
Excel formula aur calculation ka step samjhaiye.

AI Response (Sample):

Aap Excel mein `DATEDIF` ya `YEARFRAC` function use kar sakte hain:
Formula: `=DATEDIF(A2, TODAY(), "Y")`

Explanation:
- `A2`: Employee ki birth date.
- `TODAY()`: Aaj ki current system date.
- `"Y"`: Complete completed years return karne ke liye.
Formula enter karke Enter dabayein aur column mein drag kar dein.

5. Common Mistakes / Dhyani Dene Wali Baatein

- **1-2 words ka prompt likhna:** Jaise sirf `Excel formula` ya `Leave letter` likh dena.
- **Assume karna ki AI aapke dimaag mein chal rahi situation ko pehle se janta hai:** AI ko context batana padta hai.

6. Quick Recap

Prompt woh specific instruction ya order hai jo hum AI ko dete hain; jitna clear instruction hoga, utna hi shaandar output milega.

Topic 2: Prompt Engineering Kya Hai?

1. Concept (Simple Explanation)

Prompt Engineering kya hai?

Prompt Engineering ek aisi art (kala) aur science hai jisme hum AI tools se best, most accurate aur tailored output nikalwane ke liye prompts ko strategically design aur refine karte hain. Yeh AI ke dimaag ko sahi direction mein channel karne ki technique hai.

Yeh kyun zaroori hai?

Duniya ke har employee ke paas AI tools ka access hai, lekin har kisi ka result ek jaisa nahi hota. Ek average employee 10 baar prompt badal-badal kar frustrate hota rehta hai, jabki ek trained Prompt Engineer ek hi baar mein aisa prompt likhta hai jo company ke ghaanton ka time bacha leta hai. Aaj ke corporate market mein Prompt Engineering ek high-value employability skill ban chuki hai.

Yeh kaise kaam karta hai?

Prompt Engineering mein hum AI ko random sawal nahi puchte, balki uske prompt ko structured architecture dete hain: hum AI ko ek persona (Role) dete hain, exact Objective (Task) samjhate hain, Background Situation (Context) provide karte hain, Boundary lines (Constraints) kheenchte hain, aur kis style mein chahiye (Output Format) define karte hain.

2. Real-Life Analogy

 **Indian Analogy:** Prompt Engineering ek **"Skilled Driver"** jaisi hai. Car (AI engine) sabhi ke paas wahi hai, lekin ek unskilled driver jhatke maar-maar kar car chalata hai aur petrol waste karta hai, jabki ek expert driver smooth steering control karke bina kisi rukawat ke seedhe manzil par pohuncha deta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **High-Demand Career Skill:** Har domain (HR, Accounts, Sales, Operations) mein prompt engineering ki value hai.
- **No Coding Required:** Isme software programming ki zaroorat nahi; structured communication ki zaroorat hoti hai.
- **Iterative Process:** Pehla response aane ke baad use aur refine karna bhi prompt engineering ka hissa hai.
- **Consistency & Predictability:** Achhi prompt engineering har baar standard, error-free output deti hai.

4. Practical Example

Scenario: Company ko cost cutting par ek circular nikalna hai par employee morale down nahi hona chahiye.

Engineered Prompt:

```
[Role]: Aap ek empathetic Chief Human Resources Officer (CHRO) hain.  
[Task]: Office utility bills aur stationery cost 20% reduce karne ke liye staff ke liye ek inter  
[Context]: Market slowdown ki wajah se humein operational expenses bachane hain bina kisi employe  
[Instructions]: Tone positive aur collaborative rakhein, punitive (sazawala) nahi. Employees se  
[Format]: 150-200 words ka short announcement with 3 actionable tips.
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Sochna ki prompt engineering sirf complicated prompts likhna hai:** Simple shabdon mein clear context dena hi best engineering hai.
- **Overcomplicating:** Zaroorat se zyada irrelevant details daal kar prompt ko 5 pages ka bana dena.

6. Quick Recap

Prompt Engineering AI se desired output lene ke liye instructions ko smart, structured aur precise tarike se craft karne ka tareeqa hai.

📌 Topic 3: Good Prompt vs Poor Prompt (Buniyadi Antar)

Chaliye ek aam prompt aur ek professional prompt ke beech ka antar dekhte hain:

POOR PROMPT	GOOD PROMPT
• Vague aur adhoora • "Excel formula do" • AI ko guess karna padta hai • Output generic aur useless hota hai	• Clear, specific aur detailed • Role, context, cell ranges aur goal defined • AI ko exact direction milti hai • Output copy-paste ready aur usable hota hai

📌 Topic 4: Prompt Ke 6 Basic Elements (Pillars)

Ek high-performance prompt ke 6 core elements hote hain. Inhe **R-T-C-I-O-C Framework** kehte hain. Chaliye har ek element ko deeply samajhte hain aur dekhte hain ki Poor vs Good prompt kaisa dikhta hai:

Element 1: Role (AI Kaunsa Kirdaar Nibhaye?)

Concept: AI ko ek specific identity ya persona assign karein (jaise: "Aap ek Senior Chartered Accountant hain", "Aap ek Corporate Excel Trainer hain"). Jab aap AI ko role dete hain, toh AI usi profession ki vocabulary aur technical depth activate kar leta hai.

- ❌ **Poor Prompt:** TDS ke baare mein batao.
- ✅ **Good Prompt:** Aap ek senior Indian Tax Consultant hain. Ek small IT startup founder ko Section 194J ke tehat professional fees par TDS deduction ke basic rules simple Hinglish mein samjhaiye.

Element 2: Task (AI Ko Exact Kya Karna Hai?)

Concept: AI ko clear action verb ke saath batayein ki uska primary objective kya hai (jaise: calculate karein, summarize karein, draft karein, compare karein).

- ❌ **Poor Prompt:** Ye data theek karo.
- ✅ **Good Prompt:** Neeche diye gaye raw customer list mein se duplicate names aur phone numbers identify karein aur unhe ek clean unique records table mein convert karein.

Element 3: Context (Background Situation Kya Hai?)

Concept: AI ko situation ki background story batayein — company kis cheez ki hai, target audience kaun hai, problem kyun paida hui. AI ke paas context hoga toh woh customized solution dega.

- ✗ **Poor Prompt:** Discount offer ka message banao.
- ✓ **Good Prompt:** Humari Mumbai mein ek wholesale garment shop hai. Diwali season clearance ke liye hum apne purane B2B retail buyers ko 15% extra discount de rahe hain agar woh 48 ghante mein full advance payment karein. Is offer ka ek urgent B2B WhatsApp broadcast message draft karein.

Element 4: Instructions (Kaise Karna Hai? Rules Kya Hain?)

Concept: Step-by-step guidelines aur tone set karein (jaise: polite tone rakhein, complex technical jargon mat use karein, practical examples شامل karein).

- ✗ **Poor Prompt:** Ek feedback report likho.
- ✓ **Good Prompt:** Ek employee appraisal feedback draft karein. Instructions: Pehle 2 major strengths highlight karein, phir 1 improvement area (time management) ko constructive aur supportive tone mein address karein. Kahi bhi harsh language use na ho.

Element 5: Output Format (Result Kaisa Dikhna Chahiye?)

Concept: Output kis layout mein chahiye — bullet points, markdown table, 3-column spreadsheet format, ya short email template. AI ko format batane se aapka formatting time bach jata hai.

- ✗ **Poor Prompt:** Top laptops compare karo.
- ✓ **Good Prompt:** Office work ke liye top 3 budget laptops compare karein. Output ko ek clean Markdown Table format mein dein jisme ye columns hon: Model Name | Processor | RAM & Storage | Battery Life | Approx Indian Price | Best For.

Element 6: Constraints (Kya NAHI Karna Hai? Boundaries)

Concept: Negative boundaries lagana bohot zaroori hai taaki AI bekar ki lambi kahaniyaan na likhe (jaise: 100 words se zyada mat likhna, technical words avoid karna, koi assumption mat lagana).

- ✗ **Poor Prompt:** Meeting points explain karo.
- ✓ **Good Prompt:** Kal subah ki all-hands meeting ke 4 main announcements summarize karein. Constraints: Total summary 100 shabdon ke andar honi chahiye. Koi extra advice ya filler sentences na jodein. Sirf crisp bullet points dein.

📌 Topic 5: Reusable Prompt Formula / Template

Har student aur professional ko yeh universal template yaad rakhna chahiye:

UNIVERSAL PROMPT FORMULA TEMPLATE (Copy-Paste Ready)

[ROLE]:

Aap ek [Senior Role / Domain Expert, e.g. Senior Excel Specialist / HR Manager] hain.

[CONTEXT]:

Situation yeh hai ki [Aapki company / business situation aur background details yahan likhein].

[TASK]:

Aapko mere liye [Exact task, e.g. Excel formula create karna / email draft karna / data analyze karna].

[INSTRUCTIONS & TONE]:

- Tone [Formal / Polite / Persuasive / Simple] honi chahiye.
- Step-by-step explanation shamil karein.
- Har point practical aur workplace-ready hona chahiye.

[OUTPUT FORMAT]:

Output ko [Markdown Table / Bullet Points / Email Draft / Code Block] mein present karein.

[CONSTRAINTS]:

- [Word limit, e.g. 150 words se zyada na ho].
- Koi fake facts ya assumed information include na karein.
- Technical jargon ko simple Hinglish mein explain karein.

Topic 6: Prompt Improvement Ladder (Level 1 Se Level 4 Tak)

Dekhiye kaise ek hi task ko step-by-step weak se excellent banaya ja sakta hai:

Task: Ek vendor ko payment late hone par delay intimation email bhejna.

• Level 1 (Weak / Novice):

Vendor ko payment late ka email likho.

(Problem: Koi details nahi, kaunsa vendor, kitna amount, kab milegi payment — kuch nahi pata).

• Level 2 (Basic):

Sharma Traders ko payment delay hone ka polite email likho. Amount ₹50,000 hai aur payment agle hafte hogi.

(Improvement: Vendor ka naam aur amount aaya, par structure aur tone abhi bhi plain hai).

• Level 3 (Good / Intermediate):

Aap ek accounts executive hain. Vendor "Sharma Traders" ke Invoice #ST-889 (₹50,000) ki payment quarterly bank audit reconciliation ki wajah se delay hui hai. Unhe ek formal aur respectful email draft karein jisme delay ka reason explain ho aur pakka commitment ho ki payment 18 October tak clear ho jayegi.

(Improvement: Role, invoice number, exact reason, aur clear date commit ho gayi).

• 🌟 Level 4 (Master / Classroom-Ready Expert):

Aap ek professional Accounts Manager hain. Hamare valued vendor "Sharma Traders" ko Invoice #ST-889 (₹50,000) ke regarding Payment Delay Intimation email draft karein.

Context: Humare bank account mein quarterly audit verification chal raha hai jisse online transfers 3 din ke liye paused hain. Delay genuine aur temporary hai.

Instructions: Tone bohot courteous aur apologetic rakhein par company ki stability par confidence banaye rakhein. Clear deadline commit karein ki payment 18 October 2026 ko 2 PM tak NEFT se release ho jayegi.

Format: Standard corporate email format (Subject, Salutation, Body, Key Details bullet points, Sign-off).

Constraints: 120-150 words ke andar crisp draft dein.

📌 Topic 7: 10 Good Prompt vs Poor Prompt Comparisons

S.No.	Domain / Task	❌ Poor Prompt (Kachra Prompt)	✅ Good Prompt (Engineered Prompt)
1	Excel Formula (Lookup)	VLOOKUP formula batao.	Excel mein mere pass Sheet1 ke Column A mein Employee ID aur Column C mein Salary hai. Sheet2 mein ID daal kar Salary fetch karne ka exact VLOOKUP formula batao jisme #N/A error handle ho.
2	Email (Salary Hike)	Salary badhane ka mail likho.	Aap ek Senior Data Analyst hain jinhone pichle 1 saal mein reporting automation se company ke 15 hours/week bachaye hain. Apne Department Head ke liye ek professional, respectful salary appraisal request email draft karein.
3	PowerPoint Outline	Cyber security par PPT banao.	Bank ke non-technical branch staff ke liye 5-slide Cyber Safety Awareness presentation outline banaiye. Har slide ke bullet points aur speaker notes shamil hon.
4	Data Cleaning	Names clean karo.	Neeche diye gaye 20 customer names mein random small aur CAPITAL letters hain. Excel ke PROPER function ka formula aur shortcut use karke ise Title Case mein convert karne ke steps batao.

S.No.	Domain / Task	✗ Poor Prompt (Kachra Prompt)	✓ Good Prompt (Engineered Prompt)
5	Client Apology	Client ko sorry bolo late delivery ke liye.	Aap ek Logistics Manager hain. Ek B2B client ka shipment heavy monsoon rain ke karan 2 din late ho gaya hai. Ek empathetic, professional apology email draft karein jisme live tracking link aur priority handling ka reassurance ho.
6	Meeting Agenda	Sales meeting ka agenda banao.	Kal subah 45-minute ki monthly sales review meeting ke liye structured agenda banaaye. Topics: Q3 revenue vs target, top 3 lost deals, aur Q4 territory allocation. Har topic ke liye time allocated ho.
7	Excel Conditional Format	Conditional formatting kaise lagayein?	Excel mein Column F mein Invoices ki Due Dates hain. Aise invoices jinki due date aaj se 5 din ke andar hai unhe light red color se highlight karne ka step-by-step Conditional Formatting rule guide karein.
8	Resume Bullet Points	Mera resume achha karo.	Aap ek Executive Career Coach hain. Ek Junior Accountant ke is resume point ko impactful action-verb format mein rewrite karein: "I made GST bills and filed returns". Quantifiable achievements add karein.
9	Vendor Negotiation	Rate kam karwao vendor se.	Hamara printing supplier ₹12 per brochure charge kar raha hai. Hum 10,000 copies ka bulk order de rahe hain. Unse ₹9.50 rate negotiate karne ke liye ek courteous par firm negotiation email draft karein.
10	Office SOP / Checklist	Office open karne ki checklist banao.	Ek Corporate Admin Executive ke liye Daily Morning Office Opening Checklist table format mein banaaye. Categories: AC & Lighting check, Server room temperature, Cafeteria supplies, Housekeeping verification.

📌 Topic 8: Follow-up Prompts (Conversation Ko Refine Kaise Karein?)

AI chatbot ki sabse badi power yeh hai ki aapko pehli baar mein 100% perfect output na mile toh naya prompt shuru karne ki zaroorat nahi hai. Aap usi chat mein **Follow-up Commands** dekar response ko refine kar sakte hain:

🔄 5 Types of Follow-up Prompts with Flows

1. Refine / Add Specifics (Aur detail jodhna):

- *User:* "Is draft mein point number 2 bohot generic hai. Kripya usme UPI aur Netbanking transaction failures ke real examples add karein."

2. Shorten / Condense (Chhota aur crisp karna):

- *User:* "Yeh email bohot lambi ho gayi hai. Isko 50% chhota kar do aur sirf 3 key bullet points mein convert kar do."

3. Change Tone (Lehja badalna):

- User: "Iski tone thodi defensive lag rahi hai. Ise zyada customer-centric, humble aur solution-oriented tone mein rewrite karein."

4. Add Examples / Tables (Visual presentation badalna):

- User: "Is pure explanation ko text paragraph ke bajaye ek comparative 3-column Markdown Table mein dikhaiye."

5. Correct Mistake (Galti sudharwana):

- User: "Aapne formula mein comma (,) lagaya hai jabki mere Excel regional settings mein semicolon (;) chalta hai. Formula ko semicolon format mein update karein."

 Topic 9: 8 Common Prompting Mistakes Aur Unke Fixes

Common Mistake (Kaha Galti Hoti Hai?)	The Fix (Ise Kaise Theek Karein?)
1. The "Vague Prompt" (Adhoori baat bolna) e.g. "Draft an email"	W-Questions rule lagayein: Who, What, Why, When aur Format specify karein.
2. Information Overload / Messy Prompt (Ek hi paragraph mein sab ghad-mad)	Bullet points aur headings use karke prompt ko clean blocks [Role], [Task] mein baantein.
3. Missing Negative Constraints (AI ko kya nahi karna yeh na batana)	Clearly likhein: "No technical jargon", "Do not exceed 100 words".
4. No Format Specified	Batayein: Table, Bullet points ya Email.
5. Restarting Chat Instead of Follow-up (Baar baar nayi chat shuru karna)	Purani chat mein hi follow-up prompt dalein; AI memory use karein.
6. Assuming Real-World Fresh Data Access (AI ko internal policy pata hogi sochna)	Agar latest internal rule hai toh text prompt ke andar paste karke context dein.
7. Asking Multiple Unrelated Tasks at Once (Ek sath 5 alag alag departments ka kaam)	Ek prompt mein ek core task rakhein, step-by-step aage badhein.
8. Blind Trust Without Verification (Output ko bina padhe forward kar dena)	Math aur formulas ko Excel mein paste karke 5-step checklist se verify zaroor karein.

PRACTICE SET — SECTION 3

A. Example Prompts (Copy-Paste Ready)

Prompt 1:

Aap ek Senior Excel Analyst hain. Mujhe Excel mein ek dynamic formula chahiye jo Customer Name (Column A) aur Purchase Date (Column B) ke base par last purchase date search kare. Formula explain karein aur common errors se bachne ka tip dein.

- **Expected Output:** Excel `XLOOKUP` or `INDEX-MATCH` with descending sort logic.
- **Skill Practiced:** Role + Task + Technical explanation prompt.

Prompt 2:

Aap ek Corporate Communication Trainer hain. Hamare accounts department ke naye trainees ke liye "Email Etiquette (Adab)" par 5 essential golden rules bullet points mein draft karein. Hinglish mein simple language mein samjhaiye.

- **Expected Output:** 5 friendly, actionable corporate email etiquette tips in Hinglish.
- **Skill Practiced:** Educational role prompting with tone constraint.

Prompt 3:

Neeche diye gaye 5 lines ke meeting notes ko ek structured Markdown Table mein convert karein:

- Agenda Item
- Discussion Summary
- Responsible Person (Owner)
- Deadline (Target Date)

[Yahan meeting notes paste karein]

- **Expected Output:** Structured tabular synthesis of raw minutes.
- **Skill Practiced:** Output formatting instruction.

Prompt 4:

Aap ek Procurement Manager hain. Ek vendor ne notice diya hai ki paper cost badhne se woh agle mahine se pricing 10% badha rahe hain. Unhe ek polite par firm reply likhein jisme contract period tak purani rates honor karne ki request ho. Word count: 120 words max.

- **Expected Output:** Crisp negotiation pushback email within strict word limits.
- **Skill Practiced:** Tone control and negative length constraints.

Prompt 5:

Ek small office administrator ke liye Weekly Stationery & Pantry Inventory Audit checklist banaye. Checklist mein Item Name, Minimum Stock Required, Current Stock, aur Re-order Required (Yes/No) ke columns hone chahiye.

- **Expected Output:** Complete consumable inventory tracking table.
- **Skill Practiced:** Administrative process design.

Prompt 6:

Aap ek HR Consultant hain. Employee handbook ke liye "Work From Home (WFH) Guidelines" ka ek professional 1-page draft banayein jisme core working hours (10 AM - 6 PM), responsiveness on Teams/Slack, aur internet reimbursement terms clearly outlined hon.

- **Expected Output:** Structured company policy draft ready for review.
- **Skill Practiced:** Policy drafting with multiple specific constraints.

Prompt 7:

Excel mein `#DIV/0!` aur `#N/A` error kyun aate hain aur in dono errors ko `IFERROR` function se clean tarike se kaise hide/replace kiya jata hai? Example sheet scenario ke sath samjhaiye.

- **Expected Output:** Error debugging guide with syntax demonstration.
- **Skill Practiced:** Technical error resolution prompt.

Prompt 8:

Aap ek Senior Event Coordinator hain. Humari company ke 10th Anniversary Celebration ke liye ek 2-hour event flow schedule table taiyar karein. Welcome speech, awards, cultural games aur di

- **Expected Output:** Time-blocked celebration schedule table.
- **Skill Practiced:** Event scheduling and planning.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (The Ladder Test):** Topic 6 mein diye gaye "Payment Delay" scenario ke Level 1 aur Level 4 prompts ko alag-alag windows mein run karein. Dono ke responses ko print/view karke dekhein ki quality mein kitna bada farq aata hai.
2. **Activity 2 (Follow-up Chain):** AI se ek email likhwayein. Phir 3 successive follow-ups karein:
 - "Ise thoda friendly banao."
 - "Isko 3 bullet points mein convert karo."
 - "Isme ek apology discount coupon mention karo."

3. **Activity 3 (Constraint Stress Test):** AI ko prompt dein: *"Excel kya hai 20 shabdon ke andar samjhaiye."* Dekhein kya AI 20 words ki strict boundary follow karta hai ya nahi.
4. **Activity 4 (Universal Template Trial):** Hamare Topic 5 ke Universal Formula Template ko fill karke apne office ke kisi real pending email ya task ke liye prompt banayein.
-

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1:

Excel formula to find duplicate.

- **Problem:** Data kahan hai? Duplicate ko delete karna hai, highlight karna hai ya count karna hai?
- **Model Answer:**

Excel mein Column B mein Customer Phone Numbers hain (B2:B500). Aise sabhi rows ko identify karne ke liye COUNTIF formula batao jisse Column C mein likha aaye "Duplicate" agar number ek se zyada baar aaya ho, aur "Unique" agar pehli baar aaya ho.

Weak Prompt 2:

Write apology email.

- **Problem:** Kisko sorry bolna hai? Kis galti ke liye? Remedial action kya hai?
- **Model Answer:**

Aap ek Customer Support Lead hain. Ek customer ko galat product (Wrong size shoes) deliver ho gaya hai. Ek empathetic aur professional apology email draft karein jisme free exchange pickup schedule aur 24 hours ke andar replacement dispatch ka wada ho.

Weak Prompt 3:

Explain pivot table.

- **Problem:** Target audience kaun hai? Kitna basic ya advanced level chahiye?
- **Model Answer:**

Aap ek corporate Excel trainer hain. Ek non-technical commerce student ko Pivot Table ka concept aasan Hinglish aur daily Kirana store sales ke example ke sath samjhaiye. Row, Column, Value aur Filter ka concept 4 simple lines mein clear karein.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. **Prompt Engineering mein "Role" assign karne ka kya fayda hota hai?**
 - A) AI ka internet connection fast ho jata hai
 - B) AI usi profession ki specific vocabulary aur domain expertise activate kar leta hai

- C) AI screen par video dikhane lagta hai
- D) AI computer restart kar deta hai

(Correct Answer: **B** / Explanation: Persona/Role dene se AI generic ki jagah domain-expert tone mein respond karta hai).

2. GIGO principle ka full form kya hai?

- A) Good In, Good Out
- B) Garbage In, Garbage Out
- C) General Input, General Output
- D) Global Internet Gateway Operator

(Correct Answer: **B** / Explanation: Computer science mein kachra input doge toh kachra output milega).

3. Prompt mein "Constraints" specify karne ka kya maqsad hai?

- A) AI ko confuse karna
- B) AI par boundaries lagana (jaise word limit, kya شامل NAHI karna)
- C) AI ki speed slow karna
- D) Prompt ko lamba dikhana

(Correct Answer: **B** / Explanation: Constraints unwanted content aur excessive length ko filter karte hain).

4. Jab pehli baar mein perfect answer na mile, toh sabse best approach kya hai?

- A) Computer band karke so jana
- B) Usi chat mein Follow-up prompt dekar output ko refine ya correct karwana
- C) AI company ko complaint email likhna
- D) Screen par tap karna

(Correct Answer: **B** / Explanation: Iterative follow-ups AI ki conversational memory ka best use hain).

5. R-T-C-I-O-C Framework mein "O" ka kya meaning hai?

- A) Operator
- B) Output Format
- C) Overload
- D) Objective

(Correct Answer: **B** / Explanation: Output Format define karta hai ki result Table, Email ya Bullets mein chahiye).

6. Prompt Improvement Ladder mein "Level 4" prompt ki kya pehchan hai?

- A) Woh sirf ek word ka hota hai
- B) Usme Role, Context, Instructions, Format aur Constraints clearly defined hote hain
- C) Woh shuddh Sanskrit mein likha hota hai

- D) Usme koi detail nahi hoti

(Correct Answer: **B** / Explanation: Level 4 prompt fully engineered aur classroom-ready hota hai).

7. Agar aap chahte hain ki AI technical jargon na use kare, toh yeh prompt ke kis element mein aayega?

- A) Role
- B) Constraints / Instructions
- C) Output Format
- D) Token

(Correct Answer: **B** / Explanation: Negative guidelines constraints ya instructions ka hissa hoti hain).

8. Kya follow-up prompt mein AI ko purani chat ka reference yaad rehta hai?

- A) Nahi, har message ke baad AI sab bhool jata hai
- B) Haan, active chat session ke context window mein purani baatein yaad rehti hain
- C) Sirf paid version mein yaad rehta hai
- D) Sirf midnight ko yaad rehta hai

(Correct Answer: **B** / Explanation: AI chat sessions context window maintain karte hain).

Short-Answer Questions:

1. Universal Prompt Template ke 6 elements kaunse hain?

- Answer: Role, Task, Context, Instructions, Output Format, aur Constraints (R-T-C-I-O-C).

2. "Poor Prompt" aur "Good Prompt" mein sabse bada antar kya hota hai?

- Answer: Poor prompt vague, short aur bina context ka hota hai jisse AI ko guess karna padta hai. Good prompt specific, structured aur background details ke sath hota hai jisse directly usable result milta hai.

3. Follow-up prompts corporate workflow mein time kaise bachate hain?

- Answer: Har bar poora naya prompt likhne ke bajaye user sirf specific line ("point 2 shorten karo") edit karwata hai, jisse rapid refinement possible hota hai.

E. Mini Assignment — Section 3

Task:

1. Apne regular office ya study life ka koi ek tough task choose karein (e.g., tough leave application, complicated Excel nested IF formula, ya vendor discount negotiation email).
2. Is task ke liye ek **Prompt Improvement Ladder** banayein:
 - Level 1 (Weak Prompt)
 - Level 2 (Average Prompt)
 - Level 3 (Good Prompt)
 - Level 4 (Master Engineered Prompt with all 6 elements)

3. Level 4 prompt ko AI mein run karein aur result ko review karein.

Evaluation Points: Sahi identification of weakness in Level 1, proper application of all 6 elements in Level 4, and evaluation of output quality.

MODULE 1 — SECTION 4: AI for Research & Information

(Research Aur Jaankari Ke Liye AI)

Topic 1: AI Se Information Lena (Smart Information Gathering)

1. Concept (Simple Explanation)

AI se information lene ka kya matlab hai?

Pehle jab humein kisi topic par jaankari chahiye hoti thi, toh hum Google par search karte the aur 15 alag-alag websites ke links kholte the, har website par ads aur popups jhelte the, aur 2 ghante padhne ke baad apne notes banate the. AI ke aane se yeh process badal chuki hai. AI se information lene ka matlab hai ki aap seedhe apne sawal ka consolidated, synthesized aur structured answer ek hi jagah prapt karte hain.

Yeh kyun zaroori hai?

Corporate aur office environment mein time sabse keemti asset hai. Jab aapke boss aapse bolte hain: "Agile project methodology ke 3 main principles 10 minute mein samjhao", toh aapke paas ghanton research karne ka waqt nahi hota. AI aapko 30 seconds mein core concepts digest karke de deta hai.

Yeh kaise kaam karta hai?

Jab aap AI se information maangte hain, toh woh apne training dataset aur web knowledge base ko scan karta hai. Woh alag-alag perspectives ko combine karke aapke level of understanding ke hisaab se answer structure karta hai (jaise: beginner level, technical level ya executive summary).

2. Real-Life Analogy

 **Indian Analogy:** Traditional search Google par karna "**Kirana Mandi**" mein ghoomne jaisa hai jahan aapko sabzi, masale khud dhoondhne padte hain. Jabki AI se information lena ek "**Ghar ke Expert Chef**" se baat karne jaisa hai jise aap bolte hain ki recipe batao, aur woh turant exact ingredients aur steps thali mein saja kar de deta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Direct Synthesis:** 10 web pages padhne ki mehnat bachti hai.
- **Audience-Specific Answers:** Aap AI ko bol sakte hain ki "school student ki tarah samjhao" ya "CFO ke liye samjhaiye".
- **Structured Outputs:** Information bullet points ya tables mein milti hai.
- **Interactive Clarification:** Jo line samajh na aaye, uspar wahi cross-question kar sakte hain.

4. Practical Example

Scenario: Ek accounts junior ko samajhna hai ki "Depreciation" kya hota hai aur iske Straight Line Method (SLM) aur Written Down Value (WDV) mein kya practical difference hai.

Prompt:

Aap ek senior accounting professor hain. Mujhe simple Hinglish mein samjhaiye ki Accounting mein Depreciation kya hota hai. Sath hi Straight Line Method (SLM) aur Written Down Value (WDV) method ke beech ka practical difference ek chote example ke sath 4-5 bullet points mein clear karein.

AI Response (Sample):

Depreciation ka aasan matlab: Jab aap office ke liye koi asset khareedte hain (jaise laptop, AC ya car), toh waqt ke sath use hone se uski value kam hoti jaati hai. Is ghisaawat ya value ki kami ko accounting mein "Depreciation" kehte hain.

SLM vs WDV Difference:

1. Straight Line Method (SLM): Har saal barabar amount deduct hota hai. (e.g., ₹1,00,000 ka laptop par har saal ₹10,000 kam hoga).
2. Written Down Value (WDV): Har saal bachti hui value par percentage lagta hai. (Pehle saal 10% on 1L = ₹10k; doosre saal 10% on ₹90k = ₹9k).
3. Indian Companies Act aur Income Tax mein aamtaur par WDV method zyada prefer kiya jata hai.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Adhoora context dena:** Sirf "GST samjhao" likhne se generic 5-page ka answer aayega; role aur level specify karein.
- **Real-time stock rate maangna:** Free base models live stock prices accurate nahi dete.

6. Quick Recap

AI scattered web data ko synthesize karke aapki zaroorat ke anuroop seedha, structured aur aasan bhasha mein knowledge deliver karta hai.

Topic 2: Research Assistance (Deep Topic Exploration)

1. Concept (Simple Explanation)

Research assistance kya hai?

Research assistance ka matlab hai AI ko ek assistant researcher ki tarah use karna jo kisi nayi market, product, technology ya legal rule par initial background study (secondary research) karke aapko de. AI aapko pros and cons, competitive analysis, case studies aur industry trends compile karke deta hai.

Yeh kyun zaroori hai?

Jab company kisi naye business vertical mein enter karti hai (jaise: hume solar panel manufacturing shuru

karni chahiye ya EV charging station?), toh initial research mein hafte lag sakte hain. AI preliminary scoping sirf 1 ghante mein finish kar deta hai.

Yeh kaise kaam karta hai?

AI complex frameworks (jaise SWOT analysis, PESTLE analysis, Porter's Five Forces) ko aapke business idea par apply karke methodical research breakdown taiyar karta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** AI research assistance ek **"Junior Lawyer"** jaisa hai. Jab Senior Advocate court jata hai, toh junior lawyer purane saare orders, dharayein aur reference cases ki brief file bana kar senior ke haath mein deta hai taaki senior court mein solid argument pesh kar sake!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Fast Secondary Research:** Topic ke चारों taraf 360-degree overview milna.
- **Framework Application:** SWOT Analysis, Risk Matrix instant create karna.
- **Competitor Benchmarking:** Top players ki strategies compare karna.
- **Time Reduction:** Research duration hafte se ghanton par aa jata hai.

4. Practical Example

Scenario: Ek small retail chain owner Tier-2 Indian cities (jaise Indore, Jaipur) mein organic grocery store kholne ki feasibility research kar raha hai.

Prompt:

```
Aap ek Retail Business Consultant hain. Tier-2 Indian cities (e.g. Indore, Jaipur) mein premium organic grocery supermarket launch karne ke liye ek preliminary SWOT Analysis taiyar karein.  
- Strengths (Taakatein)  
- Weaknesses (Kamzoriyan)  
- Opportunities (Mauke)  
- Threats (Khatre jaise quick commerce apps)  
Clean markdown format mein present karein.
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Internal confidential numbers research mein daalna:** Company ki secret pricing ya customer base AI par na dalein.
- **Field research ignore karna:** AI secondary data deta hai; zameen par utar kar customer interview lena insaan ka kaam hai.

6. Quick Recap

AI research ke initial foundation, market analysis aur frameworks ko instantly structure karke research time 80% bacha leta hai.

Topic 3: Summarization (Lambe Content Ko Chhota Karna)

1. Concept (Simple Explanation)

Summarization kya hai?

Summarization ka matlab hai 10, 20 ya 50 pages ke lambe documents, lambi email threads, research reports ya policy manuals ko uske core meaning ko khoye bina chhote aur crisp format mein convert karna.

Yeh kyun zaroori hai?

Corporate executives ke paas 50 pages ka annual report padhne ka waqt nahi hota; unhe **"TL;DR"** (Too Long; Didn't Read) yaani 1-page Executive Summary chahiye hoti hai. Agar aap apne boss ko 20 pages ka document forward karenge toh woh naraz honge, lekin agar aap sath mein 5 bullet points ki summary denge toh aapki appreciation hogi!

Yeh kaise kaam karta hai?

AI document ke har paragraph ka weightage aur main thesis identify karta hai. Irrelevant filler text aur redundant examples ko drop karke sirf actionable essence preserve karta hai.

2. Real-Life Analogy

 **Indian Analogy:** Summarization **"Doodh ko ubaal kar Rabdi banana"** jaisa hai! Jaise 5 litre doodh ko ubaal kar uska saara paani nikaal kar sirf gaadhi aur swadisht rabdi bachti hai — waise hi 50 pages ke document ka paani nikaal kar AI 1 page ka pure solid essence nikaal deta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Executive Summaries:** C-level executives ke liye 1-page decision documents.
 - **TL;DR Generation:** Lambe emails ka 2-line takeaway.
 - **Custom Length Control:** Aap AI ko bol sakte hain: "100 words mein summarize karo" ya "3 paragraphs mein".
 - **Preserves Core Intent:** Bina facts distort kiye original context retain karna.
-

4. Practical Example

Scenario: Ek 1500 words ki HR Performance Appraisal Policy document ko employees ke liye summarize karna hai.

Prompt:

Neeche humari company ki nayi Annual Appraisal Policy ka text paste hai.
Isko aam employees ke samajhne ke liye ek 150-word TL;DR Summary aur 4 key bullet points
mein summarize karein. Highlights: Rating cycle, self-appraisal deadline, aur increment timeline
[Yahan policy text paste karein]

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Critical exclusions:** Kabhi-kabhi AI critical caveats (shartein) drop kar deta hai, isliye legal documents mein summary ke baad terms verify karein.
- **Context boundary:** AI ko zaroor batayein ki summary kis audience ke liye hai (Staff ke liye ya Directors ke liye).

6. Quick Recap

Summarization lambe data se redundant baatein hata kar crisp, clear aur actionable essence nikaalne ki kala hai.

Topic 4: Key-Point Extraction (Data Se Heere Chunna)

1. Concept (Simple Explanation)

Key-point extraction kya hai?

Summarization poore text ko chhota karti hai, jabki **Key-point extraction** text ke andar se specific information ko extract (bahar nikalna) karti hai — jaise Dates, Deadlines, Action Items, Financial Numbers, Client Names, ya Penalty Clauses.

Yeh kyun zaroori hai?

Jab aapko koi 30-page ka Commercial Contract ya Audit Notice milta hai, toh aapko saari lines nahi padhni hoti; aapko yeh janna hota hai: "Paisa kitna dena hai?", "Last date kya hai?", aur "Late fine kitna lagega?". Extraction se aap directly apne kaam ki specific information nikaal lete hain.

Yeh kaise kaam karta hai?

AI Natural Language Processing (NLP) Entity Recognition ka use karta hai. Woh dates, currency values, organization names aur responsibility verbs ko detect karke alag kar deta hai.

2. Real-Life Analogy

 **Indian Analogy:** Extraction "**Daal mein se kankar chunne**" ya "**Chhole bhature ki plate se nimbu aur mirchi alag nikaalne**" jaisa hai! Poori daal ko badalna nahi hai, bas jo specific cheez aapko chahiye (namak, dates, amounts) use pin-point karke thali mein alag nikaal lena hai.

3. Key Points (Yaad Rakhne Wali Baatein)

- **Targeted Scanning:** Sirf deadlines, contact numbers, ya action items dhoondhna.
 - **Table Conversion:** Unstructured text se structured table nikaalna.
 - **Audit Compliance:** Critical obligations ko identify karna.
 - **Speed:** Ghanton ka manual reading 10 seconds mein convert hona.
-

4. Practical Example

Scenario: Ek complex legal notice se key dates aur financial liabilities nikalna.

Prompt:

```
Neeche ek commercial vendor dispute email thread di gayi hai. Isme se sirf yeh 4 cheezein
extract karke table format mein dein:
1. Vendor ka claim amount
2. Original contract agreement date
3. Vendor dwara di gayi cure period deadline
4. Hamari company ke person responsible for reply
[Thread text pasted]
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Assumed extraction:** Agar text mein koi date nahi hai, toh AI se ensure karein ki woh fake date assume na kare (prompt mein constraints lagayein: "Do not guess if not found").
-

6. Quick Recap

Key-point extraction document ke samandar mein se specific dates, amounts aur action items ko nikaal kar table ya list mein present karta hai.

Topic 5: Comparison (Aamne-Saamne Tulna Karna)

1. Concept (Simple Explanation)

Comparison kya hai?

Comparison ka matlab hai do ya do se zyada options (products, softwares, legal sections, vendors ya policies) ko unke key parameters par aamne-saamne rakh kar evaluate karna.

Yeh kyun zaroori hai?

Office management mein lagatar decisions lene padte hain: "Office laptop Dell lein ya HP?", "Cloud storage OneDrive lein ya Google Drive?", "VLOOKUP use karein ya XLOOKUP?". Jab aap boss ke samne proposal le jaate hain, toh boss bolta hai: "Dono ka comparative analysis dikhao". AI yeh comparison table 1 minute mein create kar deta hai.

Yeh kaise kaam karta hai?

AI dono options ke attributes (Cost, Usability, Performance, Pros, Cons) ko identify karta hai aur unhe ek structured 2D matrix (Table) mein map kar deta hai jisse decision-making aasan ho jaati hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Comparison "Shaadi ke liye Rishtey ke Bio-Data Compare" karne jaisa hai! Ek taraf Ladka A ka bio-data, doosri taraf Ladka B ka bio-data — Education, Job, Salary, City aamne-saamne rakh kar family decide karti hai ki kaunsa option best hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Structured Matrix:** Comparison humesha Table format mein clear dikhta hai.
- **Standard Parameters:** Dono options ko same metrics par judge karna (e.g. Cost, Speed, Ease).
- **Neutral Perspective:** AI dono ke pros aur cons bina bias ke neutral pesh karta hai.
- **Decision Speed:** Management approval lene mein sabse powerful tool.

4. Practical Example

Scenario: Excel users ke liye VLOOKUP vs XLOOKUP ka comparative breakdown.

Prompt:

Excel ke do popular functions VLOOKUP aur XLOOKUP ka comprehensive comparison ek Markdown Table mein taiyar karein. Columns: Parameter | VLOOKUP | XLOOKUP | Winner & Reason.
Parameters: Left-Lookup support, Speed on large data, Default exact match, Insertion of new column

AI Response (Sample):

Parameter	VLOOKUP	XLOOKUP	Winner & Reason
Left-Lookup	Not supported directly (needs INDEX-MATCH)	Native support (kisi bhi direction mein)	XLOOKUP
Default Match	Approximate (needs FALSE / 0)	Exact Match by default	XLOOKUP (Mistake se bachata hai)
Column Insert	Breaks if column index changes	Automatic range adjustment (kabhi nahi tootata)	XLOOKUP

5. Common Mistakes / Dhyani Dene Wali Baatein

- **Unfair parameters:** Ek software ko saste plan par aur doosre ko enterprise plan par compare karna; hamesha apples-to-apples comparison karein.

6. Quick Recap

Comparison do ya zyada options ko standard metrics par tabular form mein judge karke quick aur confident decision-making mein madad karta hai.

Topic 6: Fact Checking (Sach Aur Jhooth Ki Pehchan)

1. Concept (Simple Explanation)

Fact checking kya hai?

Fact checking ka matlab hai kisi claim, statement, number ya rule ki sachai ko verify karna. Jab koi employee bolta hai: "Sir, government ne corporate tax rate 15% kar diya hai sabke liye", toh use bina check kiye accept nahi kiya ja sakta. AI tools ka use fact checking ke liye bohot savdhani se kiya ja sakta hai agar sahi tool chunna jaye.

Yeh kyun zaroori hai?

Social media aur forwarded messages ke zamaane mein WhatsApp University par roz hazaaron fake financial aur tax news circulate hoti hain. Agar company un afwahon ke base par decision le legi toh heavy legal penalty lag sakti hai.

Yeh kaise kaam karta hai?

Fact checking ke liye Perplexity ya web-grounded models best kaam karte hain. Woh claim ko internet par official gazette, government notifications aur reputable news portals se cross-check karke verdict dete hain: True, False, ya Partially True.

2. Real-Life Analogy

 **Indian Analogy:** Fact checking "**Sone ki Kasauti**" (**Touchstone**) jaisa hai! Sunar kisi peeli chamakti cheez ko bina kasauti par ghise sona nahi maanta. Waise hi corporate professional kisi bhi forwarded khabar ko bina fact check kiye company record mein enter nahi karta!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Combat Rumors:** WhatsApp afwahon aur fake circulars se bachao.
- **Verdict Categories:** Fact checking se pata chalta hai: Sach, Jhooth ya Adhoora Sach.
- **Requires Real-Time Tools:** Base LLMs ki jagah web-connected tools (Perplexity/Copilot) use karein.
- **Date Check:** Purane expired circulars ko current law samajhne ki galti pakadna.

4. Practical Example

Scenario: WhatsApp par circular aaya ki "1 November se sabhi UPI transactions par 1.1% fee lagegi sabhi customers ke liye."

Prompt (On Perplexity / Copilot):

Fact check this claim: "Kya 1 November se aam citizens ke liye sabhi UPI transfers par 1.1% fee lagegi?" NPCI ki official guidelines aur press release ke base par answer karein aur source link cite karein.

AI Response (Sample):

Claim: FALSE (Galat).
Fact: NPCI (National Payments Corporation of India) ne clarify kiya hai ki aam citizens ke liye Bank-to-Bank P2P (Person to Person) aur P2M (Person to Merchant) UPI payments bilkul FREE hain. 1.1% interchange fee sirf specific Merchant Wallet transactions (PPI) par applicable hai jo ₹2,000 se upar hon, aur yeh fee customer par nahi merchant par lagti hai.
Source: NPCI Official Clarification Press Release.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Offline AI se fact check karwana:** Offline ChatGPT base version se live recent events check karwane par woh outdated answer dega.

6. Quick Recap

Fact checking claims aur rumors ki sachai ko official records aur real-time data se verify karke galat business decisions se bachata hai.

Topic 7: Sources & References (Fake Links Ka Sach)

1. Concept (Simple Explanation)

Sources aur References kya hote hain aur AI inme fake links kyun deta hai?

Source ka matlab hai woh mool dastavez (original document), website ya kitab jahan se information nikali gayi hai. AI ki duniya mein ek bohot bada paradox hai: **Standard AI models (bina live web search ke) aksar aisi websites ke links ya kitabon ke naam bana dete hain jo duniya mein exist hi nahi kartein!**

Aisa kyun hota hai?

Kyunki AI ek language model hai jo "patterns" predict karta hai. Jab aap usse maangte hain: "Is baat ka source URL link do", toh AI sochte hai ki standard government URL kaisa dikhta hai: `https://www.incometax.gov.in/notifications/2026/circular-14.pdf`. AI yeh URL mathematically fabricate kar deta hai! Jab aap us link par click karenge, toh browser mein aayega: **"404 Error: Page Not Found"**.

Is se kaise bachein?

1. General chatbot (ChatGPT free without search) se kabhi direct links copy na karein.
2. Web-connected tools (Perplexity, Microsoft Copilot, Gemini) use karein jo live browsing se real URL fetch karte hain.

3. Link par click karke browser mein page khol kar pehle verify karein.

2. Real-Life Analogy

💡 **Indian Analogy:** AI ke fake link ko ek **"Fake Visiting Card"** samjhiye jisme address likha hai: "Shop No. 420, 5th Floor, Taj Mahal, Agra". Dekhne mein visiting card bohot sundar aur genuine lagta hai, par jab aap us pate par pahunchenge toh pata chalega wahan aisi koi dukan hai hi nahi!

3. Key Points (Yaad Rakhne Wali Baatein)

- **High Hallucination in URLs:** Language models links fabricate karne mein bohot badnaam hain.
- **Never Forward Unclicked Links:** Kisi bhi URL ko bina khud click karke khole kisi client ya boss ko na bhejein.
- **Use Perplexity for Citations:** Verified links ke liye search-grounded engines use karein.
- **Look for Real Domain Names:** Official `.gov.in`, `.org`, ya trusted corporate portals check karein.

4. Practical Example

Scenario: Trainee ne AI se pucha: "Excel XLOOKUP function ka official Microsoft documentation link do."

- Offline AI output: `https://support.microsoft.com/en-us/office/xlookup-function-2026-guide-998822` (Click karne par Broken 404).
- Perplexity output: `https://support.microsoft.com/en-us/office/xlookup-function-b7fd680e-6d10-43e6-84f9-88eae8bf5929` (Active live page).

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ke link ko presentation slide mein bina test kiye include karna:** Client meeting mein jab link fail hota hai toh bohot embarrassment hoti hai.

6. Quick Recap

AI models text predictions ke doran fake URLs bana dete hain; isliye hamesha live-search AI tools use karein aur har link ko click karke verify karein.

📌 Topic 8: AI Information Verification Workflow (The 4-Step Cycle)

Har corporate research task mein yeh 4-step safe workflow execute karna mandatory hai:



Step-by-Step Breakdown:

1. **Step 1 (Ask Clearly):** Problem ko context aur boundaries ke sath prompt karein.
2. **Step 2 (Get Answer):** AI ke response ko padhein aur logic ko evaluate karein.
3. **Step 3 (Ask for Sources):** AI se specifically poochein: *"Is point ka official government circular number ya primary documentation source kya hai?"*
4. **Step 4 (Verify on Original Source):** Diye gaye circular ya act ko Google par alag se search karke government portal ya original source par check karein. Agar match ho, tabhi report mein finalize karein!

PRACTICE SET — SECTION 4

A. Example Prompts (Copy-Paste Ready)

Prompt 1 (Summarization):

Aap ek Executive Assistant hain. Neeche diye gaye 800-word quarterly financial review meeting speech ko ek 150-word Executive TL;DR summary aur 4 actionable points mein condense karein.
[Paste Speech Text]

- **Expected Output:** Crisp executive briefing suitable for directors.
- **Skill Practiced:** Information summarization with length constraint.

Prompt 2 (Key Point Extraction):

Neeche humari commercial office rental lease agreement ka clause 12 paste hai.
Isme se: (1) Monthly rent amount, (2) Annual escalation percentage, (3) Lock-in period, aur (4) Security deposit refund terms nikaal kar ek simple bulleted list banayein.
[Paste Clause Text]

- **Expected Output:** Precise parameter extraction from legal prose.
- **Skill Practiced:** Contract entity extraction.

Prompt 3 (Comparison Matrix):

Small and Medium Enterprises (SMEs) ke point of view se Google Drive Workspace aur Microsoft OneDrive 365 ka detailed feature comparison ek Markdown Table format mein karein.
Parameters: Storage per user, Real-time Excel/Sheets collaboration, Desktop sync stability, aur Pricing tier value.

- **Expected Output:** 4-column structured software evaluation table.
- **Skill Practiced:** Comparative analysis.

Prompt 4 (Fact Checking with Sources):

Aap ek Investigative Financial Analyst hain. Is claim ko verify karein: "Kya Indian Income Tax ke New Tax Regime mein ₹7,00,000 tak ki taxable income par Section 87A rebate ke tehat zero tax hai?" Official Income Tax portal ke provisions cite karke explain karein.

- **Expected Output:** Factual breakdown confirming Section 87A rebate mechanics with official source citations.
- **Skill Practiced:** Regulatory fact-checking.

Prompt 5 (Source Validation):

Perplexity engine mode: Reserve Bank of India (RBI) ke naye circular ke anusar inoperative/dormant bank accounts par bank kya charges laga sakti hai? Exact circular notification number aur official source cite karein.

- **Expected Output:** Exact RBI directive (no penalty allowed on dormant accounts) with notification numbers.
- **Skill Practiced:** Regulatory research with live citations.

Prompt 6 (Article Digest for Social Media):

Ek 5-page logistics report se LinkedIn post ke liye 3 interesting data statistics aur 1 engaging question extract karein jisse supply chain professionals interact karein. [Paste Report Snippet]

- **Expected Output:** Engaging professional LinkedIn post draft.
- **Skill Practiced:** Research extraction for marketing communication.

Prompt 7 (Policy Simplification):

Neeche diye gaye complicated POSH (Prevention of Sexual Harassment) compliance guidelines ko office ke naye interns ke samajhne ke liye simple Hinglish FAQ format (3 Questions & Answers) mein convert karein. [Paste Policy]

- **Expected Output:** Easy-to-understand student/intern-friendly Q&A FAQ.
- **Skill Practiced:** Translating dry compliance into accessible knowledge.

Prompt 8 (Competitive Benchmarking):

India mein top 2 payment gateways (Razorpay vs Cashfree) ka transaction charges, settle timeline aur International card acceptance support par ek comparative matrix banayein.

- **Expected Output:** Side-by-side merchant evaluation table.
- **Skill Practiced:** Vendor evaluation framework.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (TL;DR Test):** Ek lamba newspaper editorial copy karein aur AI ko prompt dein: *"Ise 50 words mein summarize karein"*. Word count check karein ki kya AI limit mein raha.
2. **Activity 2 (Fake Link Hunt):** ChatGPT ke free offline version se poochein: *"Excel advanced formulas par best 3 articles ke direct website URLs do."* Un teeno links par click karein aur dekhein kitne links 404 dead error dete hain.
3. **Activity 3 (Perplexity vs ChatGPT Verification):** Wahi same links Perplexity se maangein aur compare karein.
4. **Activity 4 (Execute 4-Step Cycle):** Kisi ek Indian labor law rule par hamara 4-Step Workflow (Ask $\rightarrow$ Answer $\rightarrow$ Source $\rightarrow$ Verify) khud execute karein.

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1:

Is text ko chhota karo.

- **Problem:** Kitna chhota? Kis audience ke liye? Key focus points kya hain?
- **Model Answer:**

Neeche diye gaye 400 words ke email update ko hamare busy Department Head ke liye ek 60-word TL;DR summary mein condense karein. Sirf project delays aur budget shortfall ko highlight karein.

Weak Prompt 2:

Fact check karo tax rule.

- **Problem:** Kaunsa tax rule? Kis country ka? Kis financial year ka?
- **Model Answer:**

Financial Year 2024-25 / 2025-26 ke liye kya Standard Deduction salaried employees ke liye New Tax Regime mein ₹75,000 kar di gayi hai? Finance Act ke official provisions cite karke confirm karein.

Weak Prompt 3:

Compare laptops for office.

- **Problem:** Budget kya hai? Kaunse parameters par compare karna hai?
- **Model Answer:**

₹50,000 se ₹60,000 budget mein Dell Inspiron aur Lenovo ThinkPad (Core i5 / 16GB RAM) ka comparison karein. Parameters: Build quality/Durability, Keyboard comfort for heavy Excel typing Battery life, aur After-sales service in India. Table format mein dein.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. Summarization aur Key-Point Extraction mein kya antar hai?

- A) Dono bilkul same hain
- B) Summarization poore text ko chhota karke essence batati hai, jabki Extraction specific items (dates, amounts) chun kar alag karti hai
- C) Summarization sirf images par chalti hai
- D) Extraction sirf math problems par chalti hai

*(Correct Answer: **B** / Explanation: Summarization overall theme condense karti hai; extraction pin-point facts identify karti hai).*

2. Standard AI models links (URLs) generate karte waqt aksar fake links kyun bana dete hain?

- A) Kyunki unhe virus hota hai
- B) Kyunki woh language prediction ke base par believable dikhne wale URLs fabricate (hallucinate) kar dete hain
- C) Kyunki Google ne unhe block kar rakha hai
- D) Kyunki internet band hota hai

*(Correct Answer: **B** / Explanation: LLMs text tokens generate karte hain, real-time database query nahi jab tak live web engine na ho).*

3. Authentic web citations aur live source references ke liye sabse recommended tool kaunsa hai?

- A) Perplexity AI
- B) Windows Media Player
- C) Paint
- D) Offline Calculator

*(Correct Answer: **A** / Explanation: Perplexity citations aur verified sources ke liye design kiya gaya hai).*

4. "TL;DR" ka corporate world mein kya matlab hota hai?

- A) Total Loss Daily Report
- B) Too Long; Didn't Read (Brief Summary)
- C) Tax Liability Deducted Regular
- D) True Logic Data Record

*(Correct Answer: **B** / Explanation: TL;DR lambe content ke brief summary ko represent karta hai).*

5. AI Information Verification Workflow ka teesra step kya hai?

- A) Computer restart karna
- B) Ask for Sources (AI se exact circular/source maangna)
- C) Document delete kar dena
- D) Boss ko bina padhe bhej dena

*(Correct Answer: **B** / Explanation: Cycle: Ask $\rightarrow$ Get Answer $\rightarrow$ Ask for Sources $\rightarrow$ Verify on Original Source).*

6. Jab aap do softwares ka comparison maang rahe hon, toh prompt mein kya specify karna best practice hai?

- A) Sirf unka naam
- B) Specific parameters (Cost, Speed, Features, Security) aur Table format
- C) Kuch bhi nahi
- D) Sirf unka logo

*(Correct Answer: **B** / Explanation: Standard parameters objective comparison ensure karte hain).*

7. Agar AI koi official circular quote karta hai, toh safe practice kya hai?

- A) Us circular number ko government ya official portal par cross-check karna
- B) AI par aankh band karke trust karna
- C) Seedhe court chale jana
- D) Pura system format kar dena

*(Correct Answer: **A** / Explanation: Primary source verification accuracy ensure karta hai).*

8. Kya WhatsApp par aane wali kisi bhi tax ya legal forward ko AI se fact check kiya ja sakta hai?

- A) Haan, web-grounded AI tools se claim verify kiya ja sakta hai
- B) Nahi, AI tax nahi janta
- C) Sirf paid tools kar sakte hain
- D) Bilkul illegal hai

*(Correct Answer: **A** / Explanation: Perplexity ya Copilot live circulars scan karke claims check kar sakte hain).*

Short-Answer Questions:

1. AI ke diye gaye source link ko verify karne ke 2 steps kya hain?

- *Answer:* (1) Link par browser mein click karke dekhein ki kya active page khul raha hai ya 404 error hai. (2) Check karein ki us page par wahi claim likha hai jo AI ne quote kiya hai.

2. Executive Summary C-level management ke liye kyun zaroori hoti hai?

- *Answer:* Senior executives ke paas time kam hota hai; executive summary unhe 2 minute mein critical numbers, risks aur decisions ka overview de deti hai bina 50 pages padhe.

3. 4-Step Verification Cycle corporate fraud ya blunder se kaise bachata hai?

- *Answer:* Yeh ensure karta hai ki koi bhi fabricated date ya fake law bina official gazette check kiye business reports mein include na ho sake.
-

E. Mini Assignment — Section 4

Task:

1. Ek 1-page business article ya lengthy news report lijiye (e.g. Electric Vehicles par government subsidy rules).
2. AI ki madad se teen cheezein create karein:
 - Ek 80-word **TL;DR Summary**.
 - 4-row **Key Parameter Extraction Table** (Dates, Amounts, Subsidies, Eligibility).
 - Ek **Fact-Check Query** kisi ek major claim par with source link.
3. Check karein ki kya AI ne saari dates bina mistake ke extract ki hain.
Evaluation Points: Accuracy of summary, completeness of extraction table, and verification of cited sources.

MODULE 1 — SECTION 5: AI for Everyday Productivity

(Rozmarra Ki Office Productivity)

Topic 1: Brainstorming (Naye Ideas Ki Barsaat)

1. Concept (Simple Explanation)

Brainstorming kya hai?

Brainstorming ka matlab hai kisi problem ka solution dhoondhne ya naye project ko shuru karne ke liye bohot saare creative ideas generate karna. Aamtaur par jab office mein meeting hoti hai, toh shuru ke 15 minute sannata rehta hai kyunki kisi ko naya idea nahi sujh raha hota. AI ke sath brainstorming karne ka matlab hai ki aapke paas ek aisa creative partner hai jo 10 seconds mein 20 fresh angles aur ideas aapke samne rakh deta hai.

Yeh kyun zaroori hai?

Ek akele insaan ka sochne ka दौर (perspective) limited hota hai. Hum aksar wahi purane tareeqe sochte hain jo pichle saal kiye the. AI alag-alag industries, global trends aur innovative case studies ko dhyan mein rakh kar aisi out-of-the-box suggestions deta hai jin par humara dhyan nahi gaya hota.

Yeh kaise kaam karta hai?

Jab aap AI ko context aur constraints dete hain (jaise: "Zero-budget ideas chahiye", ya "Customer retention badhana hai"), AI semantic connections aur creative patterns ko mix karke wide variety of options produce karta hai — conservative ideas se lekar bold unconventional concepts tak.

2. Real-Life Analogy

 **Indian Analogy:** AI brainstorming ek "**Ghar ke Shaukeen Chacha / Mama**" jaisa hai jo har shaadi ya function mein naye-naye jugad aur ideas batate hain! Chahe stage decoration ho ya halwai ka menu, unke paas har baat par 10 suggestions ready hote hain. Phir family baith kar chunti hai ki kaunsa idea budget mein fit baithta hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Cures Blank Page Syndrome:** Sochne ki shuruat mein aane wale block ko turant todta hai.
- **Quantity Leads to Quality:** 20 ideas milenge toh unme se 3-4 brilliant ideas zaroor nikal aayenge.
- **Role Reversal:** AI ko "Devil's Advocate" (critic) banakar apne idea ke flaws bhi dhoondh sakte hain.
- **No Judgment:** AI ke samne koi bhi ajeeb idea bolte waqt jhijhak nahi hoti.

4. Practical Example

Scenario: Ek small CA firm tax season mein clients ko timely documents lane ke liye encourage karne ke creative ways dhoondh rahi hai.

Prompt:

Aap ek Creative Corporate Marketing Strategist hain. Hamari ek Chartered Accountancy (CA) firm hai. Har saal July mein clients aakhri din aakar documents dete hain jisse rush hota hai. Clients ko May-June mein hi apne tax documents submit karne ke liye motivate karne ke 5 creative, ethical aur practical ideas brainstorm karein. Tone friendly aur encouraging ho.

AI Response (Sample):

1. "Early Bird Audit Club": Jo clients 15 June se pehle submit karein unhe free 15-minute Financial Health Check karein.
2. "WhatsApp Reminder Milestone Tracker": Progress bar dikhayein ki 70% corporate clients already submit kar chuke hain.
3. "Zero Penalty Peace of Mind" Campaign: Infographic share karein ki last-minute rush mein 23% extra penalty lagti hai.
4. "VIP Priority Slot Allocation": Early submitters ko unki pasand ka tax-planning call time slot assign karein.
5. "Green Filing Badge": Early filers ke company letterhead ke liye 'Tax Compliant Leader 2026' ka badge provide karein.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ke har idea ko blind apply karna:** Brainstorming ka matlab filtering hota hai; sabhi ideas practical nahi hote.
- **Prompt mein budget aur context na batana:** Agar budget zero hai toh AI ko batana zaroori hai warna woh expensive TV ad suggest kar dega.

6. Quick Recap

Brainstorming mein AI blank mind ko instant spark deta hai aur wide variety of creative angles produce karta hai jinhe hum refine kar sakte hain.

Topic 2: Planning & Roadmapping (Karyayojana Banana)

1. Concept (Simple Explanation)

Planning kya hai?

Planning ka matlab hai kisi goal tak pahunchne ke liye steps, timelines, resources aur milestones ko systematic tareeqe se arrange karna. Sirf bolne se kaam nahi hota; jab tak har step par date aur target na ho, tab tak woh plan nahi sirf ek khwahish (wish) hota hai.

Yeh kyun zaroori hai?

Office projects aksar isliye fail hote hain kyunki planning adhoori hoti hai — koi task beech mein chhoot jata hai ya deadline unrealistic hoti hai. AI aapko phase-wise roadmap bana kar deta hai (Phase 1: Discovery, Phase 2: Execution, Phase 3: Review) jisse koi bhi critical step miss nahi hota.

Yeh kaise kaam karta hai?

AI project management best practices (jaise Gantt charts, Waterfall ya Agile sprints) ke structure ko simulate karta hai aur logical sequencing establish karta hai ki kaunsa kaam pehle hona chahiye aur kaunsa baad mein.

2. Real-Life Analogy

💡 **Indian Analogy:** AI planning "**Shaadi ke Wedding Planner**" jaisa hai! Haldi kab hogi, Mehendi kab hogi, DJ kab bajega aur Baraat ka time kya hoga — planner har cheez ka minute-by-minute schedule pehle hi diary mein likh leta hai taaki aakhri din koi hungama na ho!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Phase-Wise Milestones:** Badi manzil ko chhote targets mein baantna.
- **Risk Identification:** Pehle se anticipate karna ki kahan delay ho sakta hai.
- **Resource Allocation:** Kaunsa team member kya sambhalega.
- **Realistic Buffers:** Unforeseen delays ke liye cushion rakhna.

4. Practical Example & Ready Prompt: Weekly Planning

📋 Ready-to-Use Prompt: Weekly Master Plan

Aap ek Senior Productivity Coach aur Executive Project Manager hain.
Main ek Accounts aur Operations Lead hoon. Mere is hafte ke main deliverables hain:

1. Monthly GST Return file karna (Due: Friday)
2. 3 naye accounts trainees ka onboarding aur Excel test lena (Wednesday)
3. Vendor payment reconciliation sheet complete karna (Thursday)
4. Management ke liye Q3 expense review deck ready karna (Tuesday 4 PM)

Mere liye Monday se Friday ka ek realistic, time-blocked Weekly Master Plan taiyar karein.
Har din ko 2 sessions mein divide karein: High-Focus Deep Work (Morning) aur Administrative/Review (Afternoon).
15% buffer time zaroor include karein unexpected fire-fighting ke liye. Clean table format mein dikhayein.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Buffer time bhoool jana:** Insaan machine nahi hai; emergency meetings aur traffic ke liye buffer rakhna padta hai.
- **Unrealistic scheduling:** Ek din mein 14 ghante ka deep work schedule kar lena jo practical nahi hai.

6. Quick Recap

AI planning messy goals ko step-by-step phased roadmap aur time-blocked weekly schedules mein badal kar project execution ko foolproof banata hai.

Topic 3: Task Breakdown (Bade Kaam Ko Tukdon Mein Baantna)

1. Concept (Simple Explanation)

Task breakdown kya hai?

Project management mein ek mashhoor concept hai: **WBS (Work Breakdown Structure)**. Iska matlab hai kisi bade, intimidating kaam (jaise: "Naya ERP software implement karna" ya "Annual Audit karwana") ko itne chhote-chhote 1-hour ya 2-hour ke actionable tasks mein tod dena ki koi bhi employee bina ghabraye kaam shuru kar sake.

Yeh kyun zaroori hai?

Jab task bohot bada dikhta hai, toh insaan "procrastination" (kaam ko taalta) karta hai kyunki samajh nahi aata ki pehla kadam kahan se uthayein. Jab wahi kaam chhote checklist steps mein toot jata hai, toh execution asaan ho jata hai.

Yeh kaise kaam karta hai?

AI hierarchical tree logic use karta hai: Big Goal $\rightarrow$ Milestones $\rightarrow$ Individual Sub-Tasks $\rightarrow$ Verification criteria.

2. Real-Life Analogy

 **Indian Analogy:** Task Breakdown "Poore Kaju Katli ke Dabbay ko ek-ek piece karke khana" jaisa hai! Poora 1 kilo ka dabba ek baar mein muh mein nahi daal sakte, par agar katli chote-chote tukdon mein kati ho, toh aaram se ek-ek piece karke sab khatam ho jata hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Work Breakdown Structure (WBS):** Intimidating projects ko doable banana.
- **Clear Dependencies:** Kaunsa task kiske khatam hone ke baad shuru hoga.
- **Checklist Mentality:** Har task ke aage checkbox ☐ lagana.
- **Delegation Ready:** Sub-tasks ko junior team members ko assign karna easy hota hai.

4. Practical Example & Ready Prompt: Task Breakdown

Ready-to-Use Prompt: Step-by-Step Task Breakdown

Aap ek Certified Project Management Professional (PMP) hain. Humari company ko aane wale 30 dino mein "Annual Statutory Financial Audit" complete karwana hai. Is poore project ko ek detailed Work Breakdown Structure (WBS) mein tod dijiye:

1. Preparation & Data Gathering Stage (Bank statements, invoices, fixed assets register)
2. Internal Scrutiny & Reconciliation Stage
3. Auditor Field-Work Stage (Query resolution & sample verification)
4. Final Review & Sign-Off Stage

Har stage ke andar 4-5 micro-tasks, unka expected time duration (days) aur required document checklist shamil karein. Markdown format mein pesh karein.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Zyada micro-manage karna:** Task ko 2-minute ke useless steps mein tod dena.
- **Dependencies miss karna:** Data gather hone se pehle reconciliation ka task schedule kar dena.

6. Quick Recap

Task breakdown bade aur kathin project ko bite-sized checklist tasks mein convert karke fear aur procrastination ko khatam karta hai.

Topic 4: Meeting Preparation & Agenda (Meeting Ki Taiyari)

1. Concept (Simple Explanation)

Meeting preparation aur agenda kya hota hai?

Corporate world mein ek mashhoor kahawat hai: *"No Agenda, No Attenda"* (Agar meeting ka koi clear agenda nahi hai, toh meeting mein mat jao). **Agenda** ek aisa roadmap document hota hai jo meeting shuru hone se pehle sabhi participants ko bheja jata hai, jisme clearly likha hota hai ki meeting kyun bulayi gayi hai, kaunse topics discuss honge, aur har topic par kitna time lagaya jayega.

Yeh kyun zaroori hai?

Aam taur par corporate meetings bina agenda ke shuru hoti hain aur 1 ghante ki meeting 3 ghante chalne ke baad bhi koi faisla nahi hota, sirf chai aur samosa kharch hota hai! AI ki madad se sharp, time-bound agenda banane se meetings focused rehti hain aur company ke hazaaron man-hours bachte hain.

Yeh kaise kaam karta hai?

AI discussion topics ko categorize karta hai, unka objective decide karta hai (Info-sharing, Decision-making, ya Brainstorming), aur realistic time-slots allocate karta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Meeting Agenda ek **"Movie ke Ticket aur Timing"** jaisa hai! Aapko pehle se pata hota hai ki interval kab hoga, picture kitne baje khatam hogi aur entry kab hai. Agar cinema hall mein bina pata chale kab kya chalega baithe rahein toh confusion aur gussa hi aayega!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Time Boxing:** Har topic ke liye fixed minutes (e.g. 10 mins, 15 mins) assign karna.
- **Objective Driven:** Har agenda item ka outcome pehle se tay hona (e.g. Decision lena ya sirf update dena).
- **Speaker Assignment:** Kaunsa person kaunsa topic lead karega.
- **Pre-Reads:** Participants ko pehle se kya padh kar aana hai.

4. Practical Example & Ready Prompt: Meeting Agenda

📋 Ready-to-Use Prompt: Professional Meeting Agenda

Aap ek Executive Corporate Chief of Staff hain. Kal subah 10:00 AM se 10:45 AM (45 Minutes) humari "Quarterly Sales vs Budget Review" meeting honi hai.

Participants: Head of Sales, Finance Controller, aur Operations Lead.

Ek structured, professional Meeting Agenda draft karein jisme ye شامل ho:

1. Meeting Goal & Desired Outcome
2. Required Pre-reads (participants ko kya dekh kar aana hai)
3. Minute-by-Minute Time Boxed Table (Topic | Presenter | Duration | Desired Outcome)
4. Ground Rules (Strict adherence to time, no laptops unless presenting)

Tone professional aur crisp honi chahiye.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Unrealistic agenda:** 30 minute ki meeting mein 10 bade topics daal dena.
- **Meeting ke 5 minute pehle agenda bhejna:** Agenda kam se kam 24 ghante pehle bhejna corporate best practice hai.

6. Quick Recap

Clear meeting agenda time-wasting ko rokta hai, har topic ko fixed minutes assign karta hai aur meeting ko actionable banata hai.

📌 Topic 5: Meeting Summary (MOM) & Minutes Drafting

1. Concept (Simple Explanation)

Meeting summary aur MOM kya hota hai?

Meeting khatam hone ke baad jo official written record taiyar kiya jata hai use **MOM (Minutes of Meeting)** kehte hain. Isme meeting mein hui baaton ka kachra nahi hota, balki sirf 3 cheezein hoti hain: Kya discuss hua, kya faisla (decision) liya gaya, aur kisne kya kaam karne ki responsibility li.

Yeh kyun zaroori hai?

Kayi baar meeting mein log bol dete hain: "Haan, main kar dunga", par 1 hafte baad sab bhool jaate hain ya mukar jaate hain! MOM ek official corporate audit proof hota hai jo sabhi attendees ko email kiya jata hai taaki accountability bani rahe.

Yeh kaise kaam karta hai?

Aap meeting ke doran jo rough, messy notes apne notepad ya phone par type karte hain, unhe AI ke andar paste karke bolte hain: "Ise standard corporate MOM format mein convert karo". AI grammatically clean aur structured document generate kar deta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** MOM ek "**Cricket Match ke Scorecard**" jaisa hai! Commentator ne poore match mein kitni baatein boli woh koi yaad nahi rakhta, par scorecard sab record rakhta hai ki kisne kitne run banaye aur kisne catch pakda! MOM wahi official scorecard hai.

3. Key Points (Yaad Rakhne Wali Baatein)

- **High Accountability:** Faisle written record mein lock ho jaate hain.
 - **Objective & Neutral:** Bina kisi bias ke facts record karna.
 - **Distribution Speed:** Meeting khatam hone ke 2-3 ghante ke andar MOM bhejna best practice hai.
 - **Key Decisions Highlight:** Green ya bold text mein main approvals highlight karna.
-

4. Practical Example & Ready Prompt: Meeting Summary / MOM

Ready-to-Use Prompt: Minutes of Meeting (MOM)

Aap ek Senior Executive Secretary hain. Neeche hamari aaj ki Internal Operations Meeting ke rough bullet notes diye gaye hain. Kripya inhe ek formal, standard corporate Minutes of Meeting (MOM) document mein convert karein:

[Meeting Details]:

Date: 14 October 2026 | Time: 3:00 PM | Chair: Mr. Rajesh Verma (COO)

Attendees: Rajesh, Priya (HR), Amit (Accounts), Vikram (IT)

[Rough Notes]:

- Amit ne bola cash flow tight hai kyunki do clients ne payment roki hui hai, invoice reconciliation pending hai.
- Priya ne bataya 4 naye software developers join karne wale hain Monday ko, unhe laptops chahiye.
- Vikram ne bola 2 laptops ready hain, 2 Dell se order karne padenge jisme 4 din lagenge. Rajesh ne Vikram ko bola.
- Rajesh ne Amit ko bola Friday tak pending payments collect karo aur legal notice ki warning do.
- Next meeting Tuesday rakhi hai review ke liye.

Draft standard MOM with: Attendees, Key Discussion Points, Decisions Taken, and Next Meeting Date.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Word-to-word conversation likhna:** "Amit ne Priya ko yeh bola, Priya ne hanste hue jawab diya" — MOM mein gossip nahi aati, sirf decisions aate hain.
- **Context distort karna:** Dhyan rakhein ki AI kisi decision ko ulta na likh de.

6. Quick Recap

Minutes of Meeting (MOM) meeting ke verbal promises ko permanent written corporate records aur accountability mein tabdeel karta hai.

Topic 6: Action Items Table (Kaam Kisne Aur Kab Tak Karna Hai?)

1. Concept (Simple Explanation)

Action items table kya hoti hai?

Action item kisi bhi discussion ka sabse zaroori hissa hota hai. Yeh ek aisi clear, unambiguous table hoti hai jo 3 fundamental sawalon ka jawab deti hai:

1. **WHAT?** (Exact kya kaam karna hai?)
2. **WHO?** (Kaunsa single insaan responsible hai - Single Owner?)
3. **WHEN?** (Kis exact date aur time tak deliver hoga - Deadline?)

Yeh kyun zaroori hai?

Agar kisi kaam par likha ho "Team will handle", toh samajh lijiye woh kaam kabhi nahi hoga! Corporate rule

kehta hai: **"When everybody is responsible, nobody is responsible."** Action items table mein har task ke aage ek single vyakti ka naam aur exact calendar date hoti hai.

Yeh kaise kaam karta hai?

AI meeting notes ya project discussions ko scan karke action verbs (submit, verify, dispatch, reconcile) ko filter karta hai aur unhe neat 4-column matrix mein convert kar deta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Action Items Table **"Ghar ke Sauda-Sulloh ki Parchi"** jaisi hai jahan mummy clearly bolti hain: *"Raju, tu subah 8 baje Mother Dairy se 2 packet doodh layega; aur Babloo, tu shaam ko 5 baje tuition se aate waqt stationery ki dukan se copy layega!"* Kisi ko koi doubt nahi rehta ki kisko kya lana hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Single Ownership:** Har row mein ek owner hona chahiye.
- **Specific Deadline:** "Next week" ya "Soon" nahi chalega; exact date (e.g. 18 Oct 2026) honi chahiye.
- **Clear Deliverable:** "Look into it" nahi, "Submit 2-page report" actionable verb hona chahiye.
- **Status Tracking:** Column for Status (Not Started, In Progress, Completed).

4. Practical Example & Ready Prompt: Action Items Table

📋 Ready-to-Use Prompt: Action Items Matrix

Neeche diye gaye meeting notes mein se saare action commitments extract karein aur ek Markdown Table format mein Action Items Tracker taiyar karein.

Table Columns hone chahiye:

1. Item No.
2. Action Item Description (Specific & Actionable verb se shuru karein)
3. Owner (Sirf ek responsible individual ka naam)
4. Deadline (Exact Target Date)
5. Success Metric / Deliverable Proof (Kaise pata chalega kaam ho gaya?)
6. Priority (High / Medium / Low)

[Meeting text paste karein]

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Multiple owners likhna:** Agar aapne likha "Amit aur Priya", toh dono ek doosre par taalte rahenge. Ek primary owner hona zaroori hai.
- **Vague dates:** "ASAP" (As Soon As Possible) sabse bekar deadline hoti hai; calendar date use karein.

6. Quick Recap

Action items table har kaam ke sath ek single owner aur fixed deadline lock karke project execution ko 100% trackable banati hai.

Topic 7: Information Organization (Bikhre Hue Data Ko Sajaana)

1. Concept (Simple Explanation)

Information organization kya hai?

Kayi baar humare pass bohot saara unstructured, messy data hota hai — WhatsApp par aayi hui 50 addresses ki list, email mein bikhre hue vendor phone numbers, ya alag-alag notes mein likhe hue expenses. Information organization ka matlab hai AI ki madad se is raw bikhre hue text ko structured format (jaise Excel-ready Tables, Categorized Bullet points, ya Alphabetical order) mein convert karna.

Yeh kyun zaroori hai?

Unstructured data ko manually Excel mein ek-ek cell type karke arrange karne mein office staff ke ghanton chale jaate hain. AI messy text ko seconds mein standard CSV, JSON ya Excel copy-paste table mein badal deta hai.

Yeh kaise kaam karta hai?

AI pattern recognition aur text parsing ka use karta hai. Woh comma, dashes, space aur newlines ko analyze karke columns (Name, Mobile, City, Pincode) mein sort kar deta hai.

2. Real-Life Analogy

 **Indian Analogy:** Information Organization "**Diwali ki Safai ke Baad Almari Jamana**" jaisa hai! Saare bikhre hue kapdon ko bed par se utha kar shirt alag shelf par, pant alag hanger par, aur socks alag drawer mein rakh dena taaki subah office jaate waqt 10 seconds mein sab mil jaye!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Messy to Structured:** Raw WhatsApp text ko Excel-ready rows mein convert karna.
 - **Standard Formatting:** Dates ko uniform format (YYYY-MM-DD) mein lana.
 - **Category Sorting:** Department-wise ya Priority-wise grouping karna.
 - **Deduplication:** Repeated text ya redundant entries ko flag karna.
-

4. Practical Example & Ready Prompt: Unstructured to Table

```
Mere paas WhatsApp par 5 clients ke bikhre hue details aaye hain:  
"1. Ramesh Kumar, Mumbai, 9820011223, GST: 27AAAAA0000A1Z5, order value 50000  
2. Sunrise Traders Delhi contact person Anil Sharma phone 9811099887 GST 07BBBBB1111B2Z6 value 120000  
3. Priya Enterprises Bangalore Ph 9900112233 GST not available, order 35000"  
  
Kripya is raw data ko ek clean Markdown Table mein organize karein jise main seedhe  
Excel mein copy-paste kar sakoon. Columns: Client Name | Contact Person | City | Phone Number | GST | Order Value |  
Jahan data missing ho wahan "N/A" likhein.
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Missing headers:** Headers bina table banwana; hamesha clear column names specify karein.
- **Numbers par formatting loss:** Leading zeros (jaise Pincode `011001` ya Phone `098...`) gayab hone se bachane ke liye text format specify karein.

6. Quick Recap

Information organization bikhre hue messy text ko Excel-compatible clean tables aur logical categories mein transform karti hai.

Topic 8: Professional Communication (Email Replies & Diplomacy)

1. Concept (Simple Explanation)

Professional communication kya hai?

Office mein likhi gayi har email aapki aur aapki company ki image reflect karti hai. Chahe kisi customer ki rude complaint ka reply karna ho, apne appraisal ke liye boss se baat karni ho, ya kisi vendor ka payment hold hone par explain karna ho — shabdon ka chayan (word choice) bohot sensitive hota hai. AI professional communication mein ek high-level corporate diplomat ka kaam karta hai.

Yeh kyun zaroori hai?

Aksar gusse ya thakan mein hum aisi email likh dete hain jo unprofessional lagti hai aur company ke relations kharab kar sakti hai. AI aapke raw emotion ko filter karke courteous, assertive, aur legally safe business communication mein tabdeel karta hai.

Yeh kaise kaam karta hai?

AI corporate business etiquette, diplomatic vocabulary aur structured templates ko apply karke emotional outbursts ko constructive dialogue mein convert karta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** AI professional communication ek "**Khandani Vakil ya Madhyastha**" (**Peacemaker / Mediator**) jaisa hai! Jab do bhaiyon mein zameen ko lekar garma-garmi hoti hai, toh samajhdar mediator dono ki baat sunta hai aur aisi shanti-priya bhasha mein samjhata hai jisse rishta bhi bacha rahe aur kaam bhi nikal jaye!

3. Key Points (Yaad Rakhne Wali Baatein)

- **De-escalates Conflict:** Rude emails ka dignified aur shant reply taiyar karna.
- **Assertive Yet Polite:** Apni baat mazbooti se kehna bina badtameezi kiye.
- **Corporate Etiquette:** Professional salutations aur standard sign-offs ka use.
- **Draft Refinement:** "Reply in 3 different tones" command dekar best tone chunna.

4. Practical Example & Ready Prompt: Professional Email Reply

📄 Ready-to-Use Prompt: High-Stakes Client Reply

Aap ek Senior Client Relationship Director hain. Hamare ek VIP corporate client ne gusse mein email bheja hai ki hamara software system kal sham 2 ghante down tha jisse unka business impact hua. Woh contract cancel karne aur penalty lagane ki baat kar rahe hain.

Unke liye ek professional, empathetic aur assertive response email draft karein:

1. Unki frustration ko dil se acknowledge karein (empathy).
 2. Root cause explain karein: AWS data center mein unexpected power spike thi jo 45 mins mein ise down kar diya.
 3. Remedial action batayein: Redundant backup server add kar diya gaya hai taaki dobara na ho.
 4. Next step: Client ke Tech Head ke sath kal 15-minute alignment call schedule karne ka offer karein.
- Tone: Calm, reassuring, professional, and non-defensive.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Excessive apology:** Baat-baat par 10 baar "sorry" bolna jisse company weak lage; professional accountability dikhana behtar hai.
- **Jargon overload:** Aise technical words use karna jo client ke sir ke upar se nikal jayein.

6. Quick Recap

Professional communication corporate etiquette ko maintain karti hai, tough conversations ko diplomatic banati hai aur business relationships ko secure karti hai.

PRACTICE SET — SECTION 5

A. Example Prompts (Copy-Paste Ready)

Prompt 1 (Meeting Agenda):

Aap ek Project Manager hain. Kal humari website redesign project ki kick-off meeting hai (Duration: 30 minutes). 4-topic agenda table taiyar karein with Time Allocated, Topic, Speaker, aur Desired Outcome.

- **Expected Output:** 30-minute structured agenda with precise intervals.
- **Skill Practiced:** Time-boxed agenda drafting.

Prompt 2 (Minutes of Meeting - MOM):

Neeche diye gaye 4 points ke discussion ko formal corporate Minutes of Meeting (MOM) format mein convert karein with Attendees, Discussion Summary, Decisions Taken aur Action Table. [Paste 4 lines]

- **Expected Output:** Complete formal MOM template.
- **Skill Practiced:** Meeting documentation synthesis.

Prompt 3 (Action Items Table):

Neeche diye gaye email update se 5 Action Items extract karein aur Markdown Table banayein with columns: Task # | Description | Owner | Target Date | Priority. [Paste Update]

- **Expected Output:** Tabular task tracker with clear assignment.
- **Skill Practiced:** Accountability assignment.

Prompt 4 (Weekly Productivity Plan):

Main ek HR Executive hoon. Is hafte mujhe 50 payroll queries solve karni hain, 10 interviews schedule karne hain, aur monthly PF/ESI challan generate karna hai. Mujhe Monday se Friday ka time-blocked schedule bana kar dein with lunch and buffer breaks.

- **Expected Output:** Detailed daily productivity calendar.
- **Skill Practiced:** Time management and planning.

Prompt 5 (Task Breakdown - WBS):

Hamari company ko aane wale mahine mein 100 naye employee laptops replace karne hain. Is laptop rollout project ka Work Breakdown Structure (WBS) 4 phases mein banayein with micro-ch

- **Expected Output:** Phased IT migration checklist.
- **Skill Practiced:** Project Work Breakdown Structure.

Prompt 6 (Messy WhatsApp to Excel Table):

Neeche 5 vendors ke name, address, GSTIN aur payment terms WhatsApp text mein bikhre hue hain. Inhe Excel mein paste karne ke liye clean tab-separated / markdown table mein structure karein. [Paste Text]

- **Expected Output:** Structured 5-column table.
- **Skill Practiced:** Data normalization and extraction.

Prompt 7 (Difficult Salary Appraisal Email):

Aap ek Senior Accountant hain. Pichle 2 saal se aapki salary revise nahi hui hai jabki aapne VBA Macros se department ka reporting time aadha kar diya hai. Apne General Manager ke liye ek humble, data-backed salary review request email likhein.

- **Expected Output:** Respectful, metric-driven compensation review email.
- **Skill Practiced:** High-stakes personal career diplomacy.

Prompt 8 (Client Late Payment Escalation):

Ek client ka ₹1,20,000 ka invoice 45 din se overdue hai aur woh phone nahi utha rahe. Accounts Department ki taraf se ek formal par respectful "Overdue Reminder - Final Notice" email draft karein jisme 7 days notice ke baad legal services pause karne ki intimation ho.

- **Expected Output:** Firm collections escalation notice.
- **Skill Practiced:** Credit collection communication.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (My Weekly Schedule):** Apne aane wale agle 3 dino ke actual pending tasks ki list banayein aur Prompt 4 use karke AI se ek realistic Time-Blocked Daily Plan generate karein.
2. **Activity 2 (Messy Notes to MOM):** Apne college group project ya office meeting ke rough points likhein aur Prompt 2 se MOM generate karke dekhein kitna clean format banta hai.
3. **Activity 3 (De-escalation Experiment):** Ek bohot harsh, angry message likhein jo aap kisi ko gusse mein bhejna chahte the. AI ko kahein: *"Is message ke emotion ko samajhte hue ise ek dignified corporate reply mein convert karein"*. Output evaluate karein.
4. **Activity 4 (Agenda Test):** Apne team meeting ke liye 15-minute ka sharp agenda banayein aur timer laga kar dekhein kya meeting us time limit mein finish hoti hai.

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1:

MOM bana do meeting ka.

- **Problem:** Kaun aaya tha? Kya decide hua? Kisko kya task mila?

- **Model Answer:**

Aap ek Executive Secretary hain. Hamari Operations Review Meeting ke rough points neeche hain. Ek standard corporate MOM document draft karein jisme Meeting Title, Attendees, Key Discussion, Decisions Approved, aur ek Action Items Table (Task, Owner, Deadline) shamil ho.
[Paste Points]

Weak Prompt 2:

Make agenda.

- **Problem:** Topic, meeting length aur goal absent hai.
- **Model Answer:**

Quarterly Product Launch Review ke liye 45-minute ki executive meeting ka structured time-boxed agenda table taiyar karein. Agenda mein Welcome (5 mins), Feature Demo (20 mins), Marketing Budget (10 mins), aur Q&A/Action items (10 mins) shamil hon.

Weak Prompt 3:

Clean this data.

- **Problem:** Data kis columns mein chahiye? Missing values ko kaise handle karein?
- **Model Answer:**

Neeche diye gaye raw vendor details ko ek 4-column Markdown Table (Vendor Name, Mobile, City, GST Status) mein arrange karein. Agar koi detail missing ho toh wahan "Pending" likhein.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. Corporate world mein "No Agenda, No Attenda" rule ka kya uddeshya hai?

- A) Meeting mein attendance register sign karna
- B) Bina clear objective aur time plan ke hone wali bekar meetings ko rokna
- C) Meeting cancel karna
- D) Samosa khane se mana karna

(Correct Answer: **B** / Explanation: Clear agenda ensure karta hai ki meeting focused aur time-bound rahe).

2. Action Items Table mein har task ke aage kitne owners ka naam hona best practice maana jata hai?

- A) 10 log
- B) Poori company
- C) Sirf Ek Single Responsible Individual
- D) Koi naam nahi hona chahiye

(Correct Answer: **C** / Explanation: Single accountability se kaam mein ownership aati hai aur

confusion door hota hai).

3. MOM ka full form kya hai?

- A) Month of Money
- B) Minutes of Meeting
- C) Master Operations Manual
- D) Management Order Method

(Correct Answer: B / Explanation: Minutes of Meeting official record hota hai decisions aur actions ka).

4. Task Breakdown Structure (WBS) ka sabse bada psychological fayda kya hai?

- A) Computer ki RAM badh jaati hai
- B) Bada intimidating kaam chhote manageable steps mein toot jata hai jisse procrastination khatam hota hai
- C) Internet ki speed badh jaati hai
- D) Meeting ki zaroorat nahi rehti

(Correct Answer: B / Explanation: WBS bade projects ko doable checklists mein baant deta hai).

5. Agar kisi client ka bohot angry aur rude email aaye, toh sabse pehla professional step kya hona chahiye?

- A) Gusse mein do-guna rude reply likhna
- B) Email delete karke ignore karna
- C) AI ki madad se unki frustration ko acknowledge karte hue ek calm, solution-oriented reply draft karna
- D) Police complaint karna

(Correct Answer: C / Explanation: Professional de-escalation business relationships ko secure karta hai).

6. Weekly Planning schedule karte waqt "Buffer Time" kyun zaroori hota hai?

- A) Game khelne ke liye
- B) Unexpected emergency meetings aur fire-fighting ke liye cushion provide karne ke liye
- C) Jaldi ghar jane ke liye
- D) Computer band rakhne ke liye

(Correct Answer: B / Explanation: Real office life mein unplanned urgent tasks ke liye buffer zaroori hota hai).

7. Bikhre hue WhatsApp text ko Excel-ready table mein convert karne ke process ko kya kehte hain?

- A) Information Organization & Parsing
- B) Hardware formatting
- C) Data deletion
- D) Virus scanning

(Correct Answer: A / Explanation: Unstructured data ko structured tabular format mein convert

karna).

8. Kya meeting summary mein personal jokes aur gossip record kiye jaate hain?

- A) Haan, sab kuch likhna compulsory hai
- B) Nahi, sirf professional discussions, formal decisions aur action commitments record hote hain
- C) Sirf agar boss bole tab
- D) Sirf Monday ko

(Correct Answer: **B** / Explanation: MOM ek legal/corporate record hota hai, informal chatter exclude kiya jata hai).

Short-Answer Questions:

1. Action Items Table ke 3 fundamental sawal kya hain?

- Answer: (1) WHAT (Kya deliverable hai?), (2) WHO (Kaunsa single vyakti owner hai?), aur (3) WHEN (Kaunsi exact calendar date deadline hai?).

2. Weekly Time-Blocking technique kya hoti hai?

- Answer: Apne daily working hours ko specific task categories ke liye reserve karna — jaise Morning 9-11 AM deep analytic work ke liye, aur Afternoon 3-4 PM emails aur administrative calls ke liye.

3. AI brainstorming human creativity ko replace karti hai ya enhance?

- Answer: AI brainstorming human creativity ko enhance karti hai. AI arbon concepts ko mix karke initial options deta hai, jinme se insaan apni samajh aur company context ke hisaab se best idea chun kar implement karta hai.

E. Mini Assignment — Section 5

Task:

1. Ek scenario lijiye: "Humari team ko agle hafte ek naya client pitch presentation deliver karna hai."

2. Is scenario ke liye AI ki madad se 3 complete documents generate karein:

- **Document A:** 30-minute Pre-pitch Alignment Meeting Agenda.
- **Document B:** Meeting ke baad ka official Minutes of Meeting (MOM).
- **Document C:** 4-row Action Items Table with Owner, Deadline aur Deliverable.

3. Verify karein ki kya har action item practical aur clear hai.

Evaluation Points: Document coherence, clarity of time allocations in agenda, and strict adherence to action item ownership.

MODULE 1 — SECTION 6: AI Safety & Responsible Use

(Surakshit Aur Zimmedar AI Ka Upyog)

📌 Topic 1: Privacy (Nijata Aur Data Ki Suraksha)

1. Concept (Simple Explanation)

AI mein Privacy ka kya matlab hai?

Privacy ka matlab hai aapka aur aapki company ka personal data secure rehna aur kisi teesre anjaan insaan ya public platform ke paas na jana. Jab aap kisi public AI tool (jaise ChatGPT ke free version) mein koi message type karte hain, toh default settings mein woh data AI company ke server par store hota hai aur unke agle AI models ko train karne ke liye use kiya ja sakta hai.

Yeh kyun zaroori hai?

Agar aap anjaane mein apni company ka personal data (jaise employees ke phone numbers, address, ya boss ka personal email) AI ke chat box mein daal dete hain, toh woh privacy leak ban sakta hai. India ke Digital Personal Data Protection Act (DPDP Act) aur international rules ke tehat personal data bina permission ke kisi platform par share karna legally punishable offense ho sakta hai.

Yeh kaise kaam karta hai?

AI tools ki settings mein ek option hota hai: **"Data Training Opt-Out"** ya **"History & Training Off"**. Jab aap ise off karte hain, toh AI company aapki chat ko apne future models ko sikhane ke liye use nahi karti. Enterprise ya corporate paid versions mein privacy by-default strict hoti hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Public AI tool ko ek **"Chai ki Tapri ya Local Bus"** samjhiye! Agar aap bus mein baith kar loudly phone par apna bank PIN ya ATM card number bolenge, toh aas-paas khade sabhi log sun lenge. Public AI box mein bhi aisi koi baat mat type karein jo aap bus mein loudly bolne se darte hain!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Public vs Enterprise:** Free public accounts ka data model training ke liye use ho sakta hai.
 - **Privacy Settings Check:** Settings mein jakar "Model Training" toggle off karein.
 - **DPDP Compliance:** Personal information share karne se pehle company guidelines check karein.
 - **No Personal Identifiers:** Real names ki jagah dummy placeholders (e.g. Employee X, Client ABC) use karein.
-

4. Practical Example

Scenario: Ek HR executive ko appraisal letter draft karna hai.

-  **Unsafe Method:** Prompt mein real details daalna: *"Ramesh Gupta, Emp ID 4402, Salary ₹12,50,000, lives at Andheri West, ko promotion letter likho."*
 -  **Privacy-Safe Method (Anonymization):** Dummy details daalna: *"Ek Senior Analyst (Grade L2) ke liye Promotion and Appraisal letter draft karein jiska rating 'Exceeds Expectations' raha hai. Placeholder tags [Employee Name], [Emp ID], [New CTC] use karein."*
-

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Yeh sochna ki chat private hai:** Public AI accounts par data unke engineers dwara audit review kiya ja sakta hai.
 - **Browser mein credentials auto-fill rehne dena:** Shared office computer par AI accounts login chhod dena.
-

6. Quick Recap

Privacy ensure karti hai ki aapka data public models ki training ka hissa na bane; prompt mein hamesha real data ki jagah placeholders use karein.

Topic 2: Confidential Information (Kya AI Mein KABHI Paste NAHI Karna Hai?)

1. Concept (Simple Explanation)

Confidential Information kya hoti hai?

Confidential information woh secret aur sensitive business ya personal data hota hai jo sirf company ke authorized logon ke paas hona chahiye. Isme passwords, financial statements, trade secrets, pending patents, client lists, aur government identity proofs shamil hote hain.

Yeh kyun zaroori hai?

2023 mein ek famous global tech company ke engineers ne proprietary source code aur secret meeting recordings ChatGPT mein paste kar di thi debugging ke liye, jisse company ka confidential code leak hone ka khata paida ho gaya tha aur unhe internal restrictions lagani padi thi. Corporate world mein data breach par employee ki job turant ja sakti hai aur company par karodon ka jurmana lag sakta hai.

2. Real-Life Analogy

💡 **Indian Analogy:** Confidential Information aapke "**Ghar ki Tijori ki Chabi**" jaisi hai! Aap apne ghar aane wale kisi bhi mehmaan ya delivery boy ko tijori ki chabi nahi dete. Theek waise hi AI kitna bhi helpful ho, use apni company ki tijori ka data nahi dena hai!

3. 🚨 The "NEVER PASTE IN AI" Red List (Khatre Ki Ghanti)

Neeche diye gaye data points ko kisi bhi AI tool ke public version mein **KABHI BHI PASTE NA KAREIN:**

🚨 STRICTLY FORBIDDEN: NEVER PASTE IN PUBLIC AI

1. Passwords, PINs, OTPs, API Keys, SSH Login Credentials
2. Government IDs: Aadhaar Card, PAN Card, Passport Number, Voter ID
3. Financial Secrets: Bank Account Numbers, Credit/Debit Card CVVs, Cheques
4. Company Internal Financials: Unaudited Balance Sheets, Secret Margins
5. Client Data: Customer names with their mobile numbers, addresses & emails
6. Intellectual Property: Source code of core products, secret formulas
7. Legal Disputes: Ongoing undisclosed court cases, arbitration matters
8. Medical & Health Records of employees or patients

4. Practical Safe Alternative: Data Masking (Data Ko Mask Kaise Karein?)

Agar aapko kisi confidential Excel sheet par AI se formula lagwana hai, toh kya karein? **Data Masking / Dummy Data** use karein!

Asli Confidential Data (DO NOT PASTE):

Customer: Reliance Retail Ltd | GSTIN: 27AAAAR1234A1Z5 | Revenue: ₹4,85,90,000 | Pending: ₹45,00,000

Masked / Sanitized Data (SAFE TO PASTE):

Customer: Client_A | GSTIN: 27XXXXX0000X1XX | Revenue: ₹100,000 | Pending: ₹10,000

Trainee tip: AI ko structure aur formula samajhne ke liye sirf 2 dummy rows kaafi hoti hain! Ek baar AI formula de de, use apni confidential sheet par offline apply karein.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Poori Excel file drag-and-drop kar dena:** Log convenience ke chakkar mein poori salary sheet upload kar dete hain; pehle column sanitize karein.

6. Quick Recap

Passwords, Aadhaar, PAN, bank details aur company trade secrets ko AI mein paste karna strictly banned hai; humesha masked dummy data use karein.

Topic 3: Copyright (Malkana Haq Aur AI Content)

1. Concept (Simple Explanation)

Copyright kya hai aur AI par iska kya asar hai?

Copyright ek kanooni adhikar (legal right) hai jo kisi creator ko uske banaye gaye original kaam (kitab, geet, photo, software, article) par milta hai. Jab aap internet se kisi ka copyrighted content bina permission ke copy karte hain, toh use "plagiarism" ya copyright infringement kehte hain.

AI ke context mein kya chal raha hai?

1. **AI Training Data:** AI models ko train karne ke liye internet ke billions of copyrighted articles aur books use kiye gaye hain, jise lekar duniya bhar mein newspapers aur authors ne AI companies par court cases kiye hain.
 2. **AI-Generated Content ka Malik Kaun Hai?** World Intellectual Property Organization (WIPO) aur US/Indian legal precedent ke anusaar, **pure AI se generate kiye gaye content par kisi insaan ka automatic copyright nahi banta**, kyunki kanoon copyright sirf "human authors" ko deta hai! Agar aapne AI se 100% kitab likhwayi hai, toh koi doosra insaan use copy kar sakta hai aur aap legal claim nahi kar sakte. Lekin agar aapne AI output ko heavily edit, curate aur modify kiya hai (Human-in-the-loop), toh aapke human effort par copyright valid hota hai.
-

2. Real-Life Analogy

 **Indian Analogy:** AI content "**Dharamsala ke Baramde**" (**Public Commons**) jaisa hai jahan sabka adhikar hai. Jab tak aap usme apna khud ka taala aur furnishing (human creativity aur editing) nahi lagate, tab tak aap akele uske 100% maalik nahi kehla sakte!

3. Key Points (Yaad Rakhne Wali Baatein)

- **No Automatic Copyright:** Pure AI generation par direct copyright claim weak hota hai.
 - **Human Touch Required:** AI draft ko kam se kam 30-40% apni writing aur thoughts se personalize karein.
 - **Avoid Direct Imitation:** Prompt mein kisi living artist ya specific author ka exact style copy karne ka command na dein.
 - **Commercial Use Policies:** AI tool ke Terms of Service (ToS) padhein ki kya free tier output commercial marketing ke liye allowed hai.
-

4. Practical Example

Scenario: Ek digital marketer company ke blog ke liye article likhwa raha hai.

- *Wrong Approach:* AI se 1000 words ka blog likhwaya aur bina ek line change kiye publish kar diya. Google ke algorithms ise low-value AI spam detect karke ranking down kar sakte hain.
- *Right Approach:* AI se outline aur first draft banwaya. Phir usme company ke real customer case study, Indian context ke examples, aur expert quotes manually insert kiye. Yeh original, high-ranking aur copyright-protected content ban gaya!

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ke code ko bina license check kiye open-source software mein daalna:** Kabhi-kabhi AI GPL license ka code suggest kar deta hai jisse commercial software expose ho sakta hai.

6. Quick Recap

Pure AI output par automatic copyright nahi milta; professional use ke liye hamesha human editing, personal insights aur styling add karna compulsory hai.

Topic 4: AI-Generated Information & Bias (AI Ke Pakshpat)

1. Concept (Simple Explanation)

AI Bias kya hota hai?

AI koi bhagwan nahi hai; AI insaano ke banaye hue data se seekhta hai. Aur insaani data mein pehle se hi hazaron biases (pakshpat, stereotypes, aur purani dharanaayein) maujood hain. Agar internet ke purane data mein zyada tar "Doctor" ke sath "He" aur "Nurse" ke sath "She" likha hua tha, toh AI anjaane mein har doctor ko male aur nurse ko female assume karne lagta hai. Ise **Algorithmic Bias** kehte hain.

Yeh kyun zaroori hai?

HR recruitment, loan applications, aur corporate promotions mein agar AI tools bina scrutiny ke use kiye jayein, toh woh kisi specific gender, age group ya background ke candidates ke sath anjaane mein bhedbhav kar sakte hain. Ek corporate professional ke roop mein humein AI ke outputs mein maujood unconscious bias ko pehchan kar eliminate karna aana chahiye.

2. Real-Life Analogy

 **Indian Analogy:** AI ek "**Aaina**" (**Mirror**) jaisa hai! Agar aaine ke samne khade insaan ke chehre par dhool lagi hai, toh aaina bhi dhool hi dikhayega. Internet ke purane data mein jo samaajik stereotypes the, AI unhi ka reflection karta hai jab tak hum use instruct na karein!

3. Key Points (Yaad Rakhne Wali Baatein)

- **Data Reflection:** AI wahi reflect karta hai jis par use train kiya gaya hai.
- **Gender & Cultural Stereotypes:** Roles aur designations mein stereotyping ho sakti hai.
- **Western Bias:** Zyada tar LLMs US/Western data par train hue hain, isliye Indian cultural nuances ko samajhne mein chook sakte hain.
- **Prompt Neutrality:** Prompt mein explicitly likhein: "Ensure gender neutrality and equal opportunity tone."

4. Practical Example

Scenario: Ek HR manager job description likhva raha hai.

Prompt with Bias Elimination:

```
Aap ek Diversity & Inclusion (D&I) Specialist HR Consultant hain. Humari firm ke "Senior Project Lead" role ke liye ek inclusive aur gender-neutral job description draft karein. Aise aggressive words (jaise: 'ninja', 'rockstar', 'dominant') avoid karein jo gender bias create karte hain. Collaborative aur merit-based competencies par focus karein.
```

5. Common Mistakes / Dhyan Dene Wali Baatein

- **AI ko 100% fair aur neutral maanna:** AI output ko humesha diversity aur fairness ke lens se review karein.

6. Quick Recap

AI internet ke purane stereotypes aur bias ko replicate kar sakta hai, isliye inclusive language aur human review zaroori hai.

Topic 5: "AI Par Blindly Bharosa Mat Karo" Principle (Golden Rule)

1. Concept (Simple Explanation)

Yeh principle kya hai?

Corporate training ka sabse bada sandesh ek line mein sameta ja sakta hai: **"AI is a powerful co-pilot, but YOU are the PILOT in the cockpit."** (AI ek shaktishali co-pilot hai, lekin plane ke mukhiya pilot aap hain). AI plane udaane mein madad karega, par landing ki responsibility aur har button dabane ka faisla aapka hai.

Yeh kyun zaroori hai?

Corporate hierarchy mein jab koi presentation ya financial calculation board meeting mein fail hoti hai, toh koi employee yeh bahana nahi bana sakta: *"Sir, ChatGPT ne yeh number diya tha, isliye maine paste kar diya."* Board of Directors ke samne yeh bolna career suicidal hota hai. Management AI ko nahi, aapko salary deti hai critical thinking ke liye!

2. Real-Life Analogy

 **Indian Analogy:** AI ko apne phone ka **"Google Maps"** samjhiye! Google Maps आपको Mumbai se Pune jane ka rasta dikhata hai. Lekin agar Google Maps aapse kahe ki samne khayi mein gadi kooda do, ya kisi deewar mein gaadi ghusa do — toh kya aap steering ghumaye bina deewar mein gaadi maar denge? Nahi na! Aap apni aankhon se dekh kar brake lagate hain. AI ke sath bhi wahi steering control humesha apne haath mein rakhna hai!

3. Key Points (Yaad Rakhne Wali Baatein)

- **You are the Pilot:** Steering aur final brakes humesha human operator ke haath mein.
- **Accountability Cannot Be Outsourced:** Legal aur professional zimmedari sirf aapki hai.
- **Verify All Critical Assets:** Numbers, formulas, legal references aur contractual promises.
- **The "Brake-Check" Habit:** Send button dabane se pehle 30-second ka critical pause lena.

4. Practical Example

Scenario: Ek junior analyst ne quarterly expense report banayi jisme AI ne `=SUM(B2:B50)` ke badle galati se formula `=SUM(B2:B35)` suggest kar diya tha kyunki row 36 ke baad blank space tha. Analyst ne bina aankh khole sheet submit kar di, jisse company ka quarterly profit ₹15 lakh zyada dikh gaya!

Sabak: Agar 10 second ruk kar formula ki cell range check kar li hoti, toh company audit embarrassment se bach sakti thi.

5. Common Mistakes / Dhyan Dene Wali Baatein

- **Lazy Forwarding:** AI ke output ko direct copy karke boss ko WhatsApp ya email kar dena.

6. Quick Recap

AI ek assistant hai, decision-maker nahi; corporate world mein har calculation aur decision ki 100% accountability insaan ki hoti hai.

Topic 6: Responsible AI Usage (Do's and Don'ts Tables)

Corporate hygiene aur ethical AI use ke liye neeche diye gaye Do's and Don'ts standard protocol hain:

✓ The Big "DO's" Table (Kya Zaroor Karein)

S.No.	Responsible Practice	Kyun Zaroori Hai?	Practical Action
1	Use Data Masking	Confidentiality protect hoti hai.	Names ki jagah Client A , amounts ki jagah dummy numbers paste karein.
2	Verify Mathematical Steps	AI calculation errors pakadte hain.	Excel formulas ko copy sheet par test run karein.
3	Turn Off Data Training in Settings	Personal chat company ke training pool mein nahi jaati.	Settings $\rightarrow$ Data Controls $\rightarrow$ Turn Off Training toggle.
4	Check Primary Sources	Hallucinated facts filter hote hain.	Official government portal ya circular number Google par check karein.
5	Add Human Personalization	Copyright aur unique value create hoti hai.	AI draft mein 30% apni editing aur office context add karein.
6	Disclose When Required	Professional transparency maintain hoti hai.	Company policy ke mutabiq policy drafts par AI assistance acknowledge karein.

✗ The Big "DON'Ts" Table (Kya KABHI Na Karein)

S.No.	Dangerous Practice	Kyun Khatarnaak Hai?	Real-World Risk
1	Don't Paste Passwords & Credentials	Instant security breach hota hai.	Company network aur personal bank accounts hack ho sakte hain.
2	Don't Upload Aadhaar, PAN or Bank Info	Identity theft aur DPDP Act ka violation.	Legal penal action aur heavy regulatory fine.
3	Don't Trust Unchecked Citations	Fake references se credibility khatam hoti hai.	Management meeting ya court hearing mein humiliation.
4	Don't Blind-Copy Code to Production	Unchecked formulas system crash kar sakte hain.	Live Excel model ya client payroll balance sheet corrupt hona.
5	Don't Use AI for Unfair Academic/Exam Work	Academic integrity aur self-learning break hoti hai.	Plagiarism detection software mein pakde jana.
6	Don't Blame AI for Errors	Professional responsibility degrade hoti hai.	Performance appraisal mein down-rating ya job loss.

PRACTICE SET — SECTION 6

A. Example Prompts (Copy-Paste Ready)

Prompt 1 (Data Masking Practice):

Aap ek Senior Payroll Specialist hain. Mere paas ek salary structure hai:
Basic Salary = ₹40,000, HRA = ₹16,000, Special Allowance = ₹14,000, Employee PF = 12% of Basic,
Professional Tax = ₹200. Excel mein Net Take-Home Salary calculate karne ka standard
formula aur structure banayein. (Note: Saara data dummy hai, koi real name shamil nahi hai).

- **Expected Output:** Clean mathematical payroll structure with Excel cell formulas.
- **Skill Practiced:** Anonymized data prompting for payroll calculations.

Prompt 2 (Inclusive & Bias-Free Drafting):

Aap ek Diversity & Inclusion Advisor hain. Ek corporate company ke annual general
meeting ke liye announcement note draft karein. Tone bohot welcoming, neutral aur har
background, age aur gender ke employees ke liye inspiring honi chahiye.

- **Expected Output:** Balanced, respectful corporate communication free of exclusionary language.
- **Skill Practiced:** Bias mitigation and ethical communication.

Prompt 3 (Copyright-Safe Content Generation):

Customer service excellence par ek original 4-point training framework banayein jise
hum apne internal induction manual mein use kar sakein. Framework ke naye original names
propose karein (jaise L.E.A.P ya C.A.R.E) aur har pillar ka workplace application explain karein

- **Expected Output:** Original proprietary corporate training mnemonic framework.
- **Skill Practiced:** Conceptual originality and framework synthesis.

Prompt 4 (Confidentiality Policy Explainer):

Aap ek Corporate Compliance Trainer hain. Hamare office ke naye joiners ke liye
"AI Usage Do's and Don'ts in Office" par 5 points ka simple email notice taiyar karein
jisme company client data aur passwords paste na karne ki strict warning ho.

- **Expected Output:** Clear employee compliance advisory note.
- **Skill Practiced:** Internal policy enforcement communication.

Prompt 5 (Verification Request Prompt):

Aapne mujhe upar jo tax section bataya hai, kya aap 100% sure hain ki yeh Financial Year 2025-26
par applicable hai? Kripya iska cross-verification criteria batayein aur agar thoda sa bhi
doubt hai toh clearly highlight karein.

- **Expected Output:** Cautious re-evaluation by AI with caveats and verification criteria.
- **Skill Practiced:** Hallucination stress-testing and self-correction prompt.

Prompt 6 (Masking Complex Data Prompt):

Main ek retail inventory sheet optimize kar raha hoon.
Columns: [Product_Code, Category, Current_Stock, Min_Threshold, Unit_Cost].
Mujhe aisa Excel formula chahiye jo stock threshold se kam hone par "Reorder Needed" flag kare aur estimated reorder cost calculate kare.

- **Expected Output:** Generalized inventory logic without revealing actual store suppliers.
- **Skill Practiced:** Schema-only spreadsheet prompting.

Prompt 7 (Plagiarism-Free Rewriting):

Neeche diye gaye raw ideas ko meri personal workplace experiences ke narrative mein transform karein. Mere insights: "Humne manual filing band karke weekly 10 ghante bachaye." Professional blog paragraph banayein jo authentic aur original lage.

- **Expected Output:** Personalized authentic narrative blending human insights with polish.
- **Skill Practiced:** Human-in-the-loop content creation.

Prompt 8 (Ethics Audit Prompt):

Hum ek automated resume screening filter implement karne ka soch rahe hain jo candidates ke experience gaps ko check karega. Is process mein kya ethical concerns aur potential biases aa sakte hain (e.g. maternity breaks) aur unhe kaise prevent karein?

- **Expected Output:** Analytical breakdown of recruitment bias and mitigation safeguards.
- **Skill Practiced:** Ethical AI auditing.

B. Hands-on Activities (Practical Lab)

1. **Activity 1 (Privacy Settings Inspection):** Apne ChatGPT ya Gemini account ki Settings kholiye. Data Controls / Privacy tab mein jakar dekhein ki "Chat History & Model Training" option kahan hai aur use check karein.
2. **Activity 2 (Masking Challenge):** Apne phone ke kisi real contact ya message ko lijiye. Usko is tarah rewrite karein ki saari sensitive details (Name, Phone, City, Amount) dummy values se replace ho jayein aur context barkaraar rahe.
3. **Activity 3 (Stress-Test AI Confidence):** AI se kisi controversial ya unclear topic par prompt poochiye aur dekhein kya AI apne jawab ke sath warnings ya caveats lagata hai.
4. **Activity 4 (Audit Your Past Chats):** Apne purane AI chat history ko scroll karein aur check karein: "*Kya maine anjaane mein kabhi koi personal phone number, address ya password paste kiya tha?*" Agar haan, toh us chat ko delete karein!

C. Improve This Prompt (Exercise & Solutions)

Weak Prompt 1 (Severe Privacy Risk):

Mera PAN card ABCDE1234F hai aur DOB 15/08/1990 hai, mera ITR 1 form bhar do.

- **Problem:** Actual government ID aur date of birth public AI tool par share ho rahi hai; severe privacy risk!
- **Model Answer:**

Aap ek Indian Tax Specialist hain. Ek salaried individual ke liye ITR-1 (Sahaj) form file karne ka general step-by-step procedure samjhaiye. Form 16 se kaunse key figures (Salary under Section 17, TDS under Section 192) kis schedule mein enter hote hain? (Dummy placeholders use karein).

Weak Prompt 2 (Confidential Corporate Leak):

Humari company XYZ Ltd ka agle mahine ABC Corp ke sath ₹10 crore ka acquisition merger ho raha hai, press release banao.

- **Problem:** Undisclosed insider financial merger information leak ho sakti hai jo legal crime hai!
- **Model Answer:**

Aap ek Corporate Public Relations (PR) Director hain. Do mid-sized tech companies ke friendly acquisition merger announcement ke liye ek standard Press Release template draft karein. Company names ke liye [Acquiring Company] aur [Target Company] jaise placeholders use karein.

Weak Prompt 3 (Unchecked Trust):

Ye balance sheet tally karke report boss ko bhej do.

- **Problem:** AI direct email send nahi kar sakta, aur balance sheet confidential hoti hai bina masking ke.
- **Model Answer:**

Maine assets aur liabilities ke 5 dummy account heads neeche paste kiye hain. Excel mein balance tally check karne aur variance highlight karne ka standard verification formula guide karein.

D. Quick Quiz (With Answers & Explanations)

Multiple Choice Questions (MCQs):

1. Inme se kaunsa data public AI chatbots mein KABHI paste nahi karna chahiye?

- A) Dummy sample names
- B) Aadhaar card, PAN card aur bank passwords
- C) Standard English grammar questions
- D) General Excel shortcut keys

(Correct Answer: **B** / Explanation: Personal identification aur financial credentials paste karna severe security risk hai).

2. Digital Personal Data Protection (DPDP) Act ke mutabiq personal data ki safety ki zimmedari kis par hoti hai?

- A) Sirf internet company par
- B) Data handle karne wale professional aur company dono par
- C) Kisi par nahi
- D) Bill Gates par

*(Correct Answer: **B** / Explanation: Data fiduciaries aur processors dono legally responsible hote hain).*

3. Agar aapko kisi Excel calculation ke liye AI ki madad chahiye, toh sabse safe tarika kya hai?

- A) Original master sheet upload kar dena
- B) Real names aur amounts ko dummy placeholders (Client A, 100, 200) se mask karke paste karna
- C) Boss ka password share karna
- D) Kaam chhod dena

*(Correct Answer: **B** / Explanation: Data masking privacy breach ke bina technical help lene ka gold standard hai).*

4. Pure AI dwara generate kiye gaye content par copyright ownership ke baare mein kya sach hai?

- A) AI company uski 100% malik ban jaati hai
- B) Aam kanooni niyam ke mutabiq bina significant human effort aur editing ke pure AI content par copyright nahi milta
- C) Aapko jail ho sakti hai
- D) Har prompt par ₹500 fee lagti hai

*(Correct Answer: **B** / Explanation: Copyright kanoon human authors aur human creative input ko protect karta hai).*

5. "AI is a Co-Pilot, You are the Pilot" principle ka kya arth hai?

- A) AI plane chalayega aur aap so jayenge
- B) AI speed aur assistance dega, par steering, decision-making aur final accountability aapki hogi
- C) Aapko pilot ka license lena padega
- D) AI airport par kaam karega

*(Correct Answer: **B** / Explanation: Final review aur responsibility humesha insaan ki rehti hai).*

6. Algorithmic Bias ka mukhya kaaran kya hota hai?

- A) Computer ka processor kharab hona
- B) Training data ke andar maujood purane samaajik stereotypes aur historical imbalances
- C) Internet speed slow hona
- D) Screen resolution kam hona

*(Correct Answer: **B** / Explanation: AI purane historical data ke patterns se bias inherit karta hai).*

7. Free public AI tool mein apni chat data ko training pool mein jane se rokne ke liye kya karna hota hai?

- A) Monitor off karna
- B) Account Settings mein jakar Data Controls / Model Training toggle ko OFF karna
- C) Computer par paani daalna
- D) Loud speaker bajana

(Correct Answer: **B** / Explanation: Privacy settings toggle karne se future training usage opt-out ho jata hai).

8. Agar AI ke bataye hue galat formula ki wajah se client ka financial nuksan hota hai, toh management kiske khilaf action legi?

- A) OpenAI ya Google ke CEO par
- B) Us employee par jisne bina check kiye formula lagaya aur report submit ki
- C) Internet service provider par
- D) Laptop company par

(Correct Answer: **B** / Explanation: Workplace output ki legal aur professional accountability employee ki hoti hai).

Short-Answer Questions:

1. Data Masking (Sanitization) kya hoti hai aur yeh kyun zaroori hai?

- Answer: Data Masking ka matlab hai kisi dataset se confidential details (real names, account numbers, Aadhaar) ko dummy values (e.g., Client X, Amount 1000) se replace karna. Yeh privacy breach ke bina AI se formula ya code generate karwane ke liye zaroori hai.

2. AI output ko corporate use ke liye finalize karne se pehle 30-40% human touch kyun zaroori hai?

- Answer: (1) Factual errors aur hallucinations filter ho jaate hain. (2) Content mein company ka unique context aur genuine human voice aati hai. (3) Copyright aur originality secure hoti hai.

3. Do's and Don'ts table ke anusar corporate office mein 2 sabse badi dangerous practices kaunsi hain?

- Answer: (1) Passwords, login credentials ya client confidential data ko public AI chat mein paste karna. (2) Output ko bina dry run aur human verification ke production files par direct apply karna.

E. Mini Assignment — Section 6

Task:

1. Ek scenario consider karein: "Aapki company ke 10 employees ki salary, PAN number aur attendance ki ek raw list hai jisme se Overtime Pay calculate karna hai."
2. Is raw list ka ek **Unsafe Version** banayein (sirf dikhane ke liye ki kya nahi karna hai).
3. Phir uska ek **Privacy-Compliant Masked Version** banayein jo AI ko bhejne ke liye 100% safe ho.
4. AI ke liye ek responsible, safe prompt draft karein jisme Overtime calculation formula maanga gaya ho.
Evaluation Points: Identification of private fields, correct masking technique, and safety awareness in prompt construction.

MODULE 1: Cheat Sheet, Glossary, FAQ, Capstone & Final Test

PART 1: Module 1 One-Page Cheat Sheet (Desk Reference)

Print this page and pin it to your workstation desk!

1. Key Definitions at a Glance

- **AI (Artificial Intelligence):** Machines jo insaani dimaag ki tarah pattern samajhkar smart decisions leti hain.
- **Generative AI (GenAI):** AI ka woh hissa jo purana data categorize karne ke sath-sath **naya content** (text, formulas, code, tables) create karta hai.
- **LLM (Large Language Model):** Billions of documents par trained massive neural networks (jaise GPT-4, Gemini) jo next-token predict karte hain.
- **Prompt:** AI ko diya gaya clear instruction ya input command.
- **Hallucination:** AI ka poore confidence ke sath fake, fabricated ya man-ghadant information bolna.
- **Token:** Text ke chhote pieces (characters/words) jinhe AI mathematically process karta hai.

2. The Universal Prompt Formula (R-T-C-I-O-C)

```
[ROLE]           → Aap ek [Senior Role / Domain Expert] hain.
[CONTEXT]        → Background situation yeh hai ki [Business / Workplace scenario].
[TASK]           → Aapko mere liye [Exact deliverable, e.g. formula/draft] create karna hai.
[INSTRUCTIONS]   → Tone [Formal/Polite], step-by-step logic, workplace-ready.
[FORMAT]         → Output [Markdown Table / Bullet Points / Email Draft] mein pesh karein.
[CONSTRAINTS]    → [Word limit / Negative constraints, e.g. no jargon, no assumed facts].
```

3. Tool Selection Matrix ("Kaunsa Tool Kab?")

- **Microsoft Copilot:** Excel sheets ke andar direct formulas, Pivot Tables aur charts automate karne ke liye.
- **ChatGPT:** Complex Excel logic, nested IFs, VBA macros, aur conversational brainstorming ke liye.
- **Google Gemini:** Images/Invoices se table data read karne aur Google Docs/Sheets export ke liye.
- **Claude:** 50-100+ pages ki lambi tender/policy PDFs analyze karne aur polished corporate writing ke liye.
- **Perplexity:** Latest government laws, GST circulars aur market intelligence verified source links ke sath.

4. The 5-Step Output Verification Checklist

1. **Fact & Number Check:** Numbers, dates aur percentages ko calculator se verify karein.
2. **Source Check:** Diye gaye circulars aur links par click karke official portal par confirm karein.
3. **Common Sense Check:** Kya yeh practical corporate reality mein sensible hai?
4. **Tone Alignment:** Kya tone company standards ke mutabiq professional hai?
5. **Dry Run:** Excel formula ko pehle dummy/copy sheet par test karein; master sheet par direct nahi!

5. AI Safety Golden Rules

- **NEVER PASTE:** Passwords, Aadhaar, PAN, Bank Details, Unaudited Financials, Client Personal Mobile Numbers.
- **ALWAYS MASK:** Real numbers ko dummy data (Client A , ₹100,000) se replace karein.
- **PILOT PRINCIPLE:** AI is your Co-Pilot; YOU are the Pilot in command!

PART 2: Comprehensive Course Glossary (25+ Terms in Hinglish)

1. **Artificial Intelligence (AI):** Computer software ki woh shamta jisse woh insaani intelligence simulate karta hai.
2. **Generative AI (GenAI):** Naya original text, images, sound ya formulas create karne wali AI technology.
3. **Machine Learning (ML):** AI ka woh subfield jisme algorithms data patterns dekh kar automatically seekhte hain.
4. **Deep Learning (DL):** Multi-layered artificial neural networks jo complex data (images, voice, speech) process karte hain.
5. **Large Language Model (LLM):** Badi language models jo internet ke vishal text par train hokar human language samajhte hain.
6. **Prompt:** User dwara AI chatbot ke input box mein type kiya gaya text command ya sawal.
7. **Prompt Engineering:** Desired aur accurate result paane ke liye prompts ko systematically design aur structure karna.
8. **Token:** Shabdon ya characters ke chhote tukde; AI 1 word ko approx 1.3 tokens ke roop mein padhta hai.
9. **Context Window:** Ek chat session mein AI ek baar mein kitna purana text ya memory dimaag mein rakh sakta hai.
10. **Hallucination:** AI ka poore confidence ke sath galat ya kalpanik facts bolna.
11. **Chatbot:** Text ya voice ke madhyam se natural conversation karne wala software application.
12. **Output / Response:** User ke prompt ke badle mein AI dwara generate kiya gaya final answer.
13. **Fine-Tuning:** Kisi pre-trained base model ko kisi specific company ya subject ke data par specialized banana.
14. **Parameters:** Model ke andar ke mathematical weights aur connections jo uski intelligence determine karte hain.

15. **Multimodal AI:** Aisa AI jo ek sath text, image, audio aur video inputs ko process kar sake.
16. **Citation / Footnote:** Kisi statement ya fact ke sath diya gaya source reference link.
17. **Algorithmic Bias:** Training data ke historical pakshpat ke karan AI dwara kisi group ke prati biased output dena.
18. **Data Masking (Sanitization):** Sensitive real information ko dummy placeholders se replace karna.
19. **Opt-Out (Data Privacy):** Apni personal chat data ko AI company ki future training se bahar rakhne ka setting toggle.
20. **Zero-Shot Prompting:** AI ko bina koi example diye direct sawal poochna.
21. **Few-Shot Prompting:** AI ko behtar samajhne ke liye prompt ke andar hi 2-3 examples provide karna.
22. **Iterative Prompting (Follow-up):** Pehle output par feedback dekar conversation mein lagatar improvements karwana.
23. **Temperature (AI Setting):** AI ki creativity control karne wala parameter (Low = Factual & Rigid; High = Creative & Wild).
24. **Markdown:** Clean text formatting syntax (# , ****bold**** , | tables |) jise AI readable banata hai.
25. **WBS (Work Breakdown Structure):** Kisi bade complex project ko chhote-chhote sequential tasks mein divide karna.
26. **MOM (Minutes of Meeting):** Meeting mein liye gaye formal decisions aur action commitments ka written record.
27. **DPDP Act:** Digital Personal Data Protection Act — India ka data privacy law jo customer data protect karta hai.

? PART 3: Frequently Asked Questions (Top 10 Beginner Doubts)

Q1: Kya AI meri office job chheen lega?

Ans: AI aapki job nahi lega, lekin jo vyakti AI ko smartly use karna seekh lega, woh us vyakti ko zaroor replace kar dega jo AI use nahi karta! AI ko apna dushman nahi, apna digital assistant banaiye jo aapki productivity 5x badha dega.

Q2: Kya AI hamesha 100% sahi hota hai?

Ans: Bilkul nahi! AI ek probabilistic language model hai. Yeh calculation mein chook sakta hai, outdated facts de sakta hai, aur hallucinate bhi kar sakta hai. Isliye hamara **5-Step Output Verification Checklist** follow karna mandatory hai.

Q3: Kya AI use karne ke liye mujhe coding ya programming aani chahiye?

Ans: 0% coding ki zaroorat hai! Agar aapko normal English ya Hinglish mein WhatsApp message type karna aata hai, toh aap duniya ke best prompt engineer ban sakte hain.

Q4: ChatGPT aur Google Gemini mein se kaunsa better hai?

Ans: Dono ki apni taakatein hain. ChatGPT conversational writing, logic aur Excel formulas mein behtareen hai; jabki Gemini live Google search, images padhne aur Google Workspace (Docs/Sheets) export mein

aage hai.

Q5: Kya free version of AI office work ke liye kaafi hai?

Ans: Shuruat ke 80% daily office tasks (email drafting, Excel formula assistance, meeting notes, summarization) ke liye free tiers bilkul paryapt hain. Badi enterprises advanced data security aur deep in-app Office integration ke liye paid Copilot use karti hain.

Q6: Agar AI mujhe koi galat Excel formula de de toh kya hoga?

Ans: Isiliye humesha rule follow karein: AI ke kisi bhi formula ko direct master file par nahi, pehle copy sheet par test (Dry Run) karein. Jab answer cross-verify ho jaye tabhi final file par lagayein.

Q7: Kya main company ka confidential data AI mein paste kar sakta hoon?

Ans: KABHI NAHI! Public AI tools par company ka secret data, passwords, ya customer phone numbers paste karna policy violation hai. Hamesha Data Masking use karein.

Q8: AI se content generate karwa kar apne naam se submit karna kya chori hai?

Ans: Pure copy-paste karne se originality aur copyright dono weak hote hain. Responsible corporate tareeqa yeh hai ki AI se first draft banwayein, aur usme apna 30-40% human review, personal insights aur styling zaroor shamil karein.

Q9: Follow-up prompt kya hota hai aur iska kya fayda hai?

Ans: Jab AI ke pehle jawab mein koi kami reh jaye, toh poora sawal dobara type karne ke bajaye usi chat mein "Ise chhota karo" ya "Isme table add karo" bolna follow-up prompt hai. Yeh time aur effort dono bachata hai.

Q10: Mere prompt ka jawab bohot generic aur bekar kyun aata hai?

Ans: GIGO Rule (Garbage In, Garbage Out)! Agar aapka prompt 2 shabdon ka hoga (email likho), toh jawab bhi generic aayega. Hamara **R-T-C-I-O-C Formula** use karke Role, Context aur Constraints specify karein, output instant professional ho jayega.

PART 4: Module 1 Capstone Practical Project

Project Title: "End-to-End Corporate Meeting Execution & Verification"

Business Scenario:

Aap ek fast-growing Indian retail company "Bharat Mart" mein Operations Executive hain. Pichle mahine customer deliveries mein delay ki shikayatein aayi hain. Aapke General Manager (Mr. Sandeep Mehra) ne aapko ek complete workflow execute karne ko kaha hai:

[Phase 1: Agenda Creation] → [Phase 2: Meeting MOM & Action Table] → [Phase 3: Vendor Escalat

Step 1: Meeting Agenda Drafting

- AI ki madad se kal subah ki 45-minute inter-department meeting ka structured, time-boxed Agenda create karein.
- Attendees: Operations, Logistics Head, Warehouse Manager.
- Topics: Delay root cause, Delivery partner SLA review, Weekend contingency plan.

Step 2: Minutes of Meeting (MOM) & Action Items Matrix

- Niche diye gaye rough notes ko formal MOM mein convert karein:
"Logistics Head ne bataya Mumbai warehouse mein scanning machine 2 din kharab thi. Warehouse Manager ne local technician se theek karwa li hai. Sandeep sir ne logistics team ko 20 October tak alternative courier partner BlueDart aur Delhivery dono ka backup SLA sign karne ko kaha. Accounts manager kal sham tak logistics partner ki pending billing clear karenge."
- Ek clean 5-column Action Items Table generate karein (Task #, Action, Owner, Deadline, Priority).

Step 3: High-Stakes Escalation Email Draft

- Delivery partner "FastTrack Courier" ke Account Manager ke liye ek firm par diplomatic escalation email draft karein jisme unki late deliveries ka zikr ho aur SLA penalty clause ka warning ho agar Friday tak resolution na mile.

Step 4: Verification & Safety Audit

- Apne final output par hamari **5-Step Verification Checklist** lagaiye.
- Ensure karein ki koi real bank/sensitive data leak na hua ho.

(Students is capstone ko real AI tool par perform karein aur teeno documents ek single report mein compile karein).



PART 5: Final Module 1 Comprehensive Test (20 Mixed Questions)

Section A: Multiple Choice Questions (MCQs) — 10 Questions

1. **Generative AI aur Traditional AI mein sabse fundamental difference kya hai?**
 - A) GenAI computer par nahi chalta
 - B) GenAI naya aur original content create karta hai, jabki traditional AI data ko categorize ya predict karta hai
 - C) Traditional AI hamesha internet se connect rehta hai
 - D) GenAI sirf images banata hai
2. **AI chatbot kisi user ke prompt ko process karte waqt text ko jin numeric tukdon mein todta hai, unhe kya kehte hain?**
 - A) Pixels
 - B) Tokens
 - C) Bytes

- D) Cookies

3. **Jab AI poore confidence ke sath man-ghadant (fake) court case ya invalid URL invent kar deta hai, toh use kya kehte hain?**

- A) Latency
- B) Hallucination
- C) Phishing
- D) Spamming

4. **Microsoft Copilot ka MS Office users ke liye sabse specific advantage kya hai?**

- A) Yeh gaming graphics fast karta hai
- B) Yeh Excel ribbon, Word aur PowerPoint ke andar natively integrate hokar tasks run karta hai
- C) Yeh hardware clean karta hai
- D) Yeh printer ka ink check karta hai

5. **Har statement ke sath authentic web source links aur clickable citations provide karne ke liye kaunsa tool sabse mashhoor hai?**

- A) Microsoft Paint
- B) Perplexity AI
- C) Notepad
- D) WinRAR

6. **R-T-C-I-O-C Framework mein "C" (jo first C hai) ka kya arth hai?**

- A) Cost
- B) Context (Background situation)
- C) Computer
- D) Calculation

7. **Agar aapko kisi Excel calculation ke liye AI se formula banwana ho, par data confidential ho, toh safest practice kya hai?**

- A) Boss ki permission ke bina file upload kar dena
- B) Data Masking use karke real numbers ko dummy placeholders se replace karna
- C) Office band hone ke baad prompt daalna
- D) AI par trust karna

8. **"AI is a Co-Pilot, You are the Pilot" principle ka practical matlab kya hai?**

- A) Plane mein AI chalana mana hai
- B) AI speed aur options dega, par steering, decision aur final accountability insaan ki hogi
- C) Aapko flying lessons lene honge
- D) AI ko salary deni hogi

9. **WBS (Work Breakdown Structure) ka project management mein kya role hai?**

- A) Project ko cancel karna
- B) Kisi bade intimidating project ko chhote-chhote sequential micro-tasks mein todna
- C) Meeting mein der se aana
- D) Employees ki salary kaatna

10. **Public AI tools ke settings mein "Chat History & Model Training" off karne ka kya fayda hota hai?**

- A) Internet ka bill kam aata hai
- B) Aapka chat data AI company dwara future models ko train karne ke liye use nahi hota
- C) Computer ki screen bright hoti hai
- D) AI tool band ho jata hai

Section B: Short-Answer Conceptual Questions — 5 Questions

11. **Explain the 4-step AI chatbot pipeline (Input $\rightarrow$ Model $\rightarrow$ Prediction $\rightarrow$ Output) in simple Hinglish.**
12. **AI Hallucination se hone wale 2 corporate nuksan batayein.**
13. **Claude aur ChatGPT ke core use cases mein kya antar hai?**
14. **Prompt Engineering mein "Constraints" lagana kyun zaroori hota hai?**
15. **Public AI tools mein KABHI PASTE NA KARNE wali 4 cheezein list karein.**

Section C: Practical Prompting Scenarios — 5 Questions

16. **Scenario: Ek accounts junior ne prompt likha: `Excel formula do.` Isko Level 4 Engineered Prompt mein convert karein.**
17. **Scenario: Aap ek HR executive hain. Ek employee bina bataye 3 din se absent hai. Unke liye ek formal 'Absconding / Explanation Call' notice email draft karne ka engineered prompt banayein.**
18. **Scenario: Ek vendor bill mein CGST 9% aur SGST 9% lagna tha, par AI ne IGST 18% laga diya. Is mistake ko correct karne ke liye ek follow-up prompt likhein.**
19. **Scenario: Ek 20-page employee policy se Maternity aur Paternity leave ke exact rules nikalne ke liye ek Key-Point Extraction prompt likhein.**
20. **Scenario: Hamare 5-Step Verification Checklist ke steps ka sahi sequence likhein.**



ANSWER KEY & EXPLANATIONS (For Self-Evaluation)

Section A Answers:

1. **B** — GenAI brand new content synthesizes karta hai, jabki traditional AI categorize/predict karta hai.
2. **B** — AI text ko numeric tokens mein break karta hai.

3. **B** — Fake believable claims ko Hallucination kehte hain.
4. **B** — Copilot Microsoft 365 apps ke ribbon ke andar native integrate hota hai.
5. **B** — Perplexity live search engine citations ke liye design kiya gaya hai.
6. **B** — Context ka matlab background business situation provide karna.
7. **B** — Data Masking confidentiality compromise kiye bina assistance lene ka best way hai.
8. **B** — Insaan flight ka pilot hai; final responsibility insaan ki hoti hai.
9. **B** — WBS complex kaam ko manageable checklist units mein convert karta hai.
10. **B** — Model training opt-out karne se data privacy enhance hoti hai.

Section B Answers:

11. **Pipeline:** User prompt deta hai jo tokens mein convert hota hai (**Input**); neural network context samajhta hai (**Model**); statistical probability se agla sabse logical word predict hota hai (**Prediction**); readable text screen par show hota hai (**Output**).
12. **Corporate Risks:** (1) Fake legal circular quote karne se compliance notice aa sakta hai. (2) Galat calculation se financial balance sheet mismatch ho sakti hai.
13. **Claude vs ChatGPT:** Claude ultra-long documents (100+ pages) aur nuanced safe writing ke liye best hai; ChatGPT conversational flow, Excel formulas aur broad versatility mein best hai.
14. **Constraints:** Constraints negative boundaries lagate hain taaki AI extra lambi irrelevant kahaniyaan na likhe aur strict formatting maintain kare.
15. **Forbidden Data:** Passwords/PINs, Aadhaar/PAN cards, Company confidential financial statements, Customer personal phone/email databases.

Section C Answers (Model Responses):

16. **Level 4 Model Answer:**

Aap ek Senior Excel Expert hain. Mere paas Sheet1 ke Column A mein Invoice Numbers hain aur Column B mein Invoice Amount. Sheet2 mein Invoice Number enter karne par Amount fetch karne ka exact VLOOKUP formula provide karein with IFERROR handling. Step-by-step lagane ka t

17. **Abscinding Notice Model Prompt:**

Aap ek Corporate HR Compliance Manager hain. Employee [Name] bina kisi prior intimation ya approved leave ke 12 se 14 October tak absent hain. Unke live ek formal 'Absence Explanation email draft karein jisme 48 ghante ke andar reason submit karne aur company policy cite karne Tone strictly professional aur compliance-focused honi chahiye.

18. **Follow-up Prompt Model:**

Dhyan dein: Buyer aur Seller dono same state (Maharashtra) mein registered hain, isliye yeh sale hai jahan IGST nahi lagta. Formula ko CGST (9%) aur SGST (9%) split ke hisaab se update

19. **Extraction Model Prompt:**

Maine attach kiye gaye Employee Policy Manual se sirf Maternity Leave (Duration, Paid status aur Paternity Leave ke exact clauses extract karke ek 2-row comparison table mein present kar Bina kisi assumption ke sirf document mein likhe facts quote karein.

20. Verification Sequence:

Step 1: Fact & Number Check $\rightarrow$ Step 2: Source & Reference Check $\rightarrow$ Step 3: Common Sense Check $\rightarrow$ Step 4: Tone Alignment $\rightarrow$ Step 5: Dry Run on Sample Sheet .