



Nonprofit Consultants and AI: *Benefits, Uses, and Cautionary Tales*



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A Bit About Me...

<https://www.linkedin.com/in/deb-stuligross-7585231/>

Technology

- Software startup
- Fortune 1000 IT
- Nonprofit Director of Technology
- Advisor to small/medium nonprofits

Nonprofits

- Volunteer
- Staff member
- Board member & officer

These days...

- Learning all I can about AI and mapping to nonprofit needs
- Advising nonprofits about “all things tech” (and lots of AI)
- Refining my viewpoints by the week!

... and launching StrefaTECH ...

- Nonprofit initiative
- Share and teach nonprofit leaders
- AI, technology, and tools to succeed



Want to continue the conversation?

Book a chat with me any time!

<https://bit.ly/MeetWithDeb>

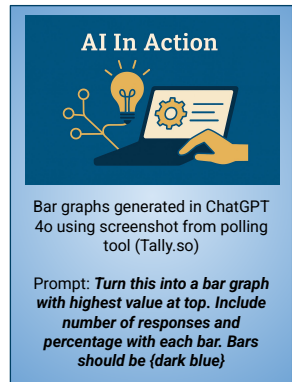
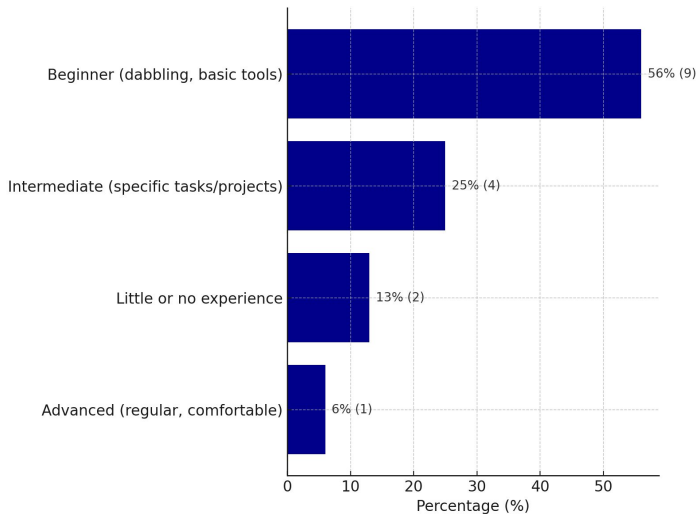


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How would you describe your current level of experience with generative AI tools (e.g., ChatGPT)?



What does this mean for my preso? **Most are beginners. Highlight practical uses, keep it simple, and sprinkle in a few next-level ideas.** 4

“AI In Action” image ... Created in ChatGPT 4o with a few prompts:

I want a non-photo-realistic, simple image that's titled "AI In Action" and has some image that depicts that concept. Make it landscape.

The first one had a robot and I didn't like the colors. I pasted an image of the preso title slide and prompted again:

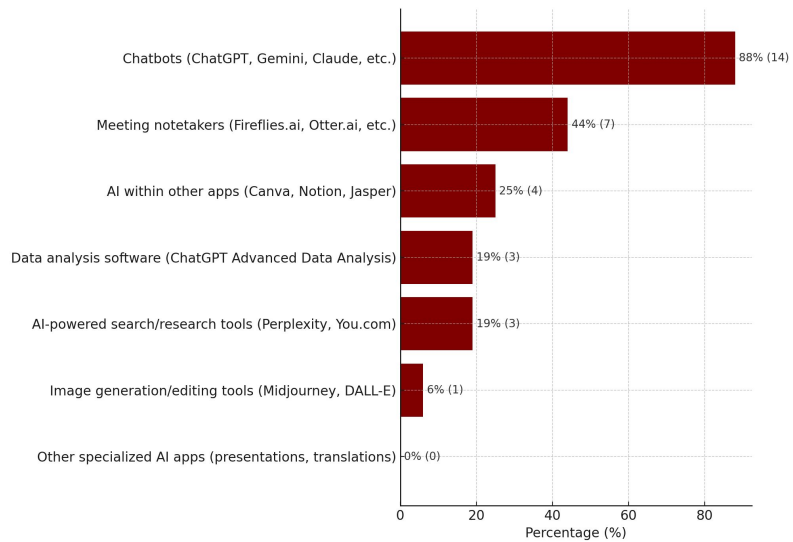
Try again. no robot or brain images. I like this style. use colors that will match this screenshot of a slide from my presentation.

That one was basically the final image without the lightbulb. When I saw it, I prompted:

Try again, it needs to evoke creativity and action. this image is very stagnant and boring

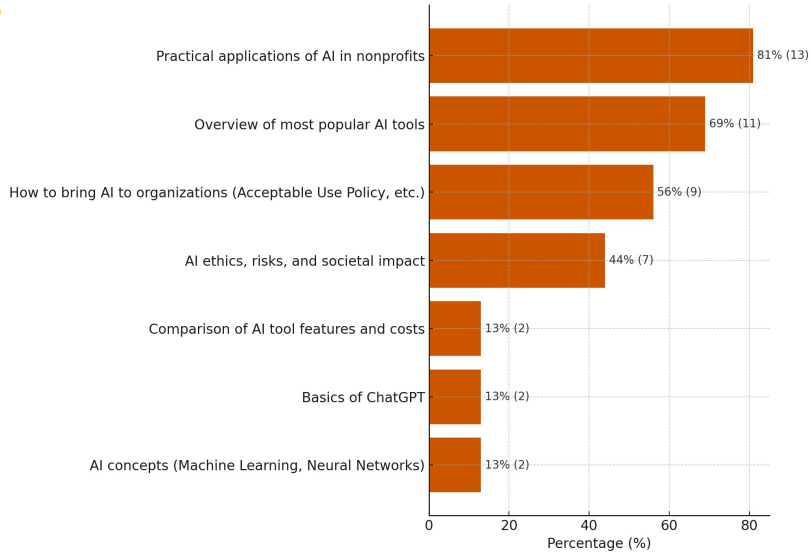
That generated the image I used. I'm not happy with it at all, but decided to go with it in the interest of time! I think it's better than nothing – because I'm using it throughout the preso, it at least is a visual cue to tell the audience what that box is about.

Which AI tools or technologies have you used before? (Select all that apply)



Most attendees have used chatbots, with limited experience across other AI tools

What areas of AI are you most interested in learning about? (Select up to 3)



Can you share some of your successful and unsuccessful uses of AI (in personal and/or professional use)?

Successful Uses

Writing and Content Improvement

- **Summarizing** text and drafting executive summaries
- **Generating and refining** ideas for writing projects
- **Improving** clarity, grammar, and combining documents
- **Rewriting** materials for specific goals (e.g., donor appeals, mission statements)
- **Translating** text (e.g., Spanish translation)

Data Analysis

- **Analyzing** open-ended survey responses (with review and refinement)

Research and Information Gathering

- **Researching and drafting** descriptions, correspondence, and technical briefs
- *Researching household projects*
- *Conducting general research*

Organizational and Planning Support

- **Responding quickly** to requests for presentations and planning frameworks
- Developing **background information** for business and nonprofit projects
- **Creating lists** of potential funders for nonprofits

AI In Action



Summarized by ChatGPT 4o from screenshots of text submissions.

Prompt:
These are responses to a poll question: "Can you share some of your successful and unsuccessful uses of AI (in personal and/or professional use)?" Summarize the successful uses in bullets and group into a few main themes.

Note: Gemini didn't work – doesn't accept more than one image per prompt

Can you share some of your successful and unsuccessful uses of AI (in personal and/or professional use)?

Unsuccessful Uses

Technical and Analytical Tasks

- Numerical analysis
- Generating images

Industry-Specific Content

- Defining industry-specific terms and processes

Meeting Notes and Note Taking

- Capturing meeting takeaways accurately
- Concerns about AI notetaking and privacy of conversation content

AI In Action



Summarized by ChatGPT 4o from screenshots of text submissions.

Prompt:
Similarly summarize unsuccessful ones.

What specific questions or topics would you like to explore?

Nonprofit-Specific AI Use

- Value, challenges, and examples of nonprofits using AI tools
- Best ways for organizations to start integrating AI
- Ways to use AI for program development and delivery
- Skills/knowledge needed for a consultant to help nonprofits
- Adding AI guidance to an employee handbook

Practical Applications

- Using AI with Excel, tables, graphics
- Finding the right prompts and improving prompt quality

Maximizing AI Effectiveness

- Learning to maximize AI tools and become proficient
- Using AI to make time more effective
- How AI can help a single office consultant (time savings, administration)

Ethics and Equity

- Ensuring equity when using AI
- Protecting against bias in AI tools

Technical Topics

- Best quantitative analysis AI technologies

AI In Action



Summarized by ChatGPT 4o from screenshots of text submissions.

Prompt:

For this question, summarize all responses into groups with bullet items, similar to previous (but no need to partition into successful and unsuccessful -- include all responses in one summary). The question: What specific questions or topics would you like to explore?

What concerns do you have about using AI?

Privacy, Confidentiality, and Data Security

- Maintaining privacy, confidentiality, and proprietary information
- Fear of data being tracked, used without consent ("Big Brother" concern)
- Worry about client data being uploaded and used improperly
- Compromising sensitive data
- Concerns about proprietary information being used identifiably

Over-Reliance on AI

- Employees relying too heavily on AI for decision-making
- Avoiding critical thinking by overusing AI for tasks

Intellectual Property and Authenticity

- Loss of intellectual and creative property
- Plagiarism and using generic AI solutions without customization
- AI mimicking human images, actions, and speech without consent

Accuracy, Validity, and Bias

- Validity of AI-generated information
- Bias in AI outputs
- Concern that users overtrust AI answers without applying critical thinking or expert input

AI In Action



Summarized by ChatGPT 4o from screenshots of text submissions.

Prompt:
Same for this question: What concerns do you have about using AI?

What do you most *like* about your job?

Engaging with the clients and making progress on the work together

Collaborating with client to solve tough problems

Human engagement & creativity around problem-solving

Helping organizations find their voice

Working directly with NPOs on strategic planning, program development, performance management, ...

What do you most *dislike* about your job?

Scheduling

Contracts! Billing! All
admin LOL

Self-promotion!!!

Business development

Writing the endless
proposals

Target AI to Help...

Increase quality



Decrease time/effort



Today's Goals

Whet your appetite to use AI in everyday life and in your work!

1. Get comfortable using AI for real nonprofit work
2. Spot risks early and use AI responsibly
3. Tackle common roadblocks with practical tips
4. Discover the best tools and how to use them smartly
5. Learn how to introduce AI safely into organizations
6. Boost your critical thinking when working with AI



Image created initially in ChatGPT 4o with this prompt (in my conversation summarizing poll feedback):


I added a final goal: "And whet your appetite to use AI in everyday life and in your work! " Create a fun claymation-style image to illustrate this goal

I copied and pasted it into the Google Slide, then selected the Gemini option to "remove background" and added a drop shadow (selected the image, chose Format options).


It took me longer to describe what I did than to create and format the image!

This Session & These Slides

Today's Session

- Use the Zoom chat  for questions ... but also to share your experiences! ***We can ALL learn from each other!***

These Slides

- Share, please!
- Don't fret if it looks like we won't finish ... we won't!
- BONUS: Further reading links 

3 Things To Do RIGHT AWAY With AI

1. Play!

- Draft or rewrite emails
- Ask it questions ... but verify the responses
- **Schedule: 30 minutes, 2-3 times each week**

2. Do!

- Identify three specific ways you're going to use AI
- **Deadline: Memorial Day!**

3. Learn!

- StrefaTECH newsletter: <https://strefatech.substack.com>
- Follow on LinkedIn: Ethan Mollick, Conor Grennan, Rowan Cheung, Isar Meitis
- OpenAI Academy (new):
<https://openai.com/global-affairs/scaling-the-openai-academy>



Generative AI & Chatbots



What Are GenAI Chatbots?

Apps based on generative AI large language models (LLMs) that:

- Understand natural language
- Respond in conversational language
- Remember what has been said
- Learn as the dialogue unfolds

Examples: ChatGPT, Claude, Gemini, Copilot, Grok, Perplexity

Chatbot Conversations “101”

YOU: Write a prompt

Chatbot: Replies

YOU: Follow up

Chatbot: Replies

YOU: Follow up some more ...



Chatbot Conversations “101” - Example

List 3 things I can do in Hartford in April with children under 16

Here are 3 great things to do in Hartford in April with kids under 16:

1. **Connecticut Science Center** – Hands-on exhibits, a butterfly garden, and interactive science displays tailored for all ages. Indoors, so perfect rain or shine.
2. **Elizabeth Park Conservancy** – Walk through early spring blooms, enjoy open green spaces, and let kids explore the playground. Great for a picnic too.
3. **The Mark Twain House & Museum (Family Tour)** – Offers kid-friendly tours that make Twain’s home and life engaging for younger visitors with stories and fun facts.

Chatbot Conversations “101” - Example

During the week leading up to Easter (April 13–19, 2025), the Connecticut Science Center in Hartford offers a variety of engaging exhibits and activities suitable for children under 16:

1. **The Science Behind Pixar:** This interactive exhibition, running from March 1 to September 1, 2025, allows visitors to explore the science and technology behind Pixar’s animated films. It features over 50 hands-on activities and life-size recreations of beloved characters, offering insights into the filmmaking process. [CT Insider +1](#)
2. **Permanent Exhibits:** The Science Center boasts more than 165 hands-on exhibits across various themes, including: [CT Visit +3](#)
 - **KidSpace:** Designed for younger children, this area encourages discovery and play with water features, LEGO® Duplos, and large-scale blocks. [ctsciencecenter.org +1](#)
 - **Exploring Space:** Embark on a journey across our galaxy without ever leaving the Science Center. [ctsciencecenter.org +1](#)

3. **3D Theater Showings:** Starting April 1, 2025, the Science Center’s 3D theater will feature films such as:

- **Secrets of the Sea (3D):** A 25-minute film showcasing marine life and their unique interactions. [ctsciencecenter.org](#)
- **Space: The New Frontier (3D):** A 25-minute film capturing the new era of space exploration. [ctsciencecenter.org](#)

These offerings provide a diverse range of educational and entertaining experiences for children and families visiting during that week.

Source
citations



AI Apps circa spring 2025

General-purpose

- **ChatGPT** (OpenAI)
- **Gemini** (Google)
- **Claude** (Anthropic)
- **Copilot** (Microsoft)
- **Grok** (X.com)
- **DeepSeek** (*China*)
- ...

“Somewhat special”

- **NotebookLM**
- **Perplexity**

“Very special”

- Image generators
- Meeting notetakers
- Text-to-audio/video
- ...

Notable Considerations

- Pricing
 - Free plans
 - Nonprofit discounts
 - Team plans
 - Monthly vs. annual
- Integration
 - Gemini with Google Workspace
 - Copilot with Microsoft 365
- Barrier to change
 - Meeting notetakers: value in past recordings

My AI “Arsenal”

- “I need help writing / summarizing...” → **ChatGPT**
- “I want to know...” → **Perplexity, ChatGPT**
- “Draw...” → **ChatGPT 4o, Ideogram**
- “How do I...” → **ChatGPT**
- “Where in my <info> is <x>?”
 - **NotebookLM**
 - **Gemini**
 - **Meeting notetaker**



What should you pay for??

Considerations

- Team size
- What you're using the tool for
- How much you'll be using it
- Difficulty of switching tools

Chatbot Models & Prompting

A: Quick & Simple

"How do I make toast using a toaster? Include tips for getting it golden brown and ideas for toppings."

Model Type - Standard LLM

Examples: ChatGPT 4o, Gemini 2.0 Flash, Claude 3.7

Tips

- Plan to go back and forth a few times to get what you want!
- Use voice input and/or conversation mode (e.g., ChatGPT Advanced Voice)



Chatbot Models & Prompting, cont'd



B: Exploratory

"I have broccoli, bell peppers, carrots, tofu, chicken, salmon, and various condiments. Suggest a few possible meals. Ask me questions (number them) that will help us come up with a great plan before you proceed."

Model Type - Reasoning

Examples: ChatGPT o3-mini, Gemini 2.0 Flash Thinking (experimental), Claude 3.7 Sonnet (thinking mode)

Tips

- Plan to go back and forth a few times to get what you want!
- Use that last sentence (ask me numbered questions) to help build more context
- Tell it as much as you can about why you're asking

Chatbot Models & Prompting, cont'd



C: Serious Research

"Explore how, when, and why Asian cuisines became popular in the U.S., and explain how the dishes served in American restaurants and homes differ from those traditionally prepared in those countries."

Model Type - Deep Research

Examples: Deep Research in ChatGPT, Gemini, Perplexity, Deep Seek R1

Tips

- Spend more up-front time refining your prompt – let the chatbot help you!
- Plan to wait for a few minutes
- You can ask for a summary (or in ChatGPT/Gemini, an audio summary) of the report
- Watch for hallucinations – they're less likely but still exist!

Starting Your AI Journey

- **Begin with the Basics:** Apply AI to simple, everyday tasks – perfect for initial dabbling!
- **Learn by Interaction:** Experiment actively, refine AI's help conversationally (~10 hrs yields real insight).
- **Chart Your Own Course:** Discovering your best AI uses is key; no external manual exists for your specific needs.
- **Unlock Your Advantage:** Become the go-to expert on leveraging AI for *your* work.



[One Useful Thing Article](#) (Prof. Ethan Mollick): *Working with AI: Two paths to prompting*

To generate these bullet items, I chose a quotation from the One Useful Thing article and worked with Gemini 2.5 Pro (experimental), which is its thinking/reasoning model (type “B”). Here’s the conversation, including italicized copies of its “thinking,” which was very interesting...

Prompt 1: Summarize this quote for use on a presentation slide.

“The easiest way to get started with AI is to use it for tasks you do every day. If you are writing an email, ask the AI to do it, and then use conversational approaches to ask it to improve its performance. If you are generating ideas, ask the AI. If you are trying to make a decision, give the data to the AI and ask for an opinion. Don’t take any of this too seriously, especially as you are first learning about its capabilities, but, after 10 or so hours, you will start to really understand what AI can do.

“Remember, it is very cheap for you to experiment with tasks you are already doing every day, but it is much harder for other people to figure out how you can best use AI. This has two implications. First, no one is going to be able to help you too much, there is no instruction manual for your use case, you will need to figure it out on your own. Second, you can become the world expert in how to use AI to help you do your work, giving you a huge advantage.”

Here’s what Gemini described its approach would be (I removed details in step 2 for brevity). Note how it generated its own drafts, critiqued them according to criteria it made up, and then gave me 3 options.

Here's a thinking process to arrive at the summarized presentation slide points:

1. **Identify the Core Message:** Read the quote carefully. What is the main point the author is trying to convey? The central theme is about how to start using AI effectively and why it's important to experiment personally.
2. **Break Down the Quote into Key Ideas:** Go through the quote sentence by sentence or paragraph by paragraph and pull out the essential concepts.
 - "The easiest way to get started with AI is to use it for tasks you do every day." -> Start with everyday tasks.
 - ... etc ...
3. **Group Related Ideas:** Combine similar points.
 - "Start with everyday tasks" + examples (emails, brainstorming, decisions) + "Low cost/risk to experiment" -> Focus on practical, daily integration.
 - "Iterate conversationally" + "Experiment playfully" + "Understanding comes through hands-on use" -> Emphasize the learning process through experimentation.
 - "Others can't tell you your best use cases" + "Self-discovery is key" + "Personal experimentation leads to expertise" + "Competitive advantage" -> Highlight the personal nature of AI integration and its benefits.
4. **Draft Concise Bullet Points for a Slide:** Translate the grouped ideas into short, punchy phrases suitable for a presentation slide. Use action verbs where possible.
 - Draft 1: Start AI with daily tasks (emails, ideas, decisions). Iterate. Don't be too serious. ~10 hrs to understand. Cheap to try. Others can't help much. Figure it out yourself. Become an expert, get an advantage.
 - Critique 1: A bit too choppy, some points could be combined better. Lacks flow. "Don't be too serious" could be phrased more positively.
 - Draft 2:
 - Start Simple: Integrate AI into everyday tasks (emails, brainstorming, decision support).
 - Learn by Doing: Experiment playfully, refine outputs conversationally. (~10 hours needed).
 - DIY Expertise: Discover your best AI uses – no one else can provide a manual.
 - Gain an Edge: Become the expert in using AI for your work.
 - Critique 2: Much better. Clearer, more action-oriented. Captures the essence well.
5. **Refine and Format:** Add a title. Ensure the points are parallel in structure if

1. *possible (though not strictly necessary here). Check for clarity and conciseness. Make sure it directly reflects the original quote's meaning. Add a concluding thought if helpful (like "Your AI Advantage").*
2. **Final Polish:** *Read the points aloud. Do they sound like good presentation points? Are they easy to grasp quickly? Yes, the points in Draft 2 seem suitable. Present them clearly.*

Prompt: Can you create an option "1.5" -- somewhere between Options 1 and 2

I asked for another option (Prompt: Try again.) ... and then finally asked it to do this (with a pasted screen capture of the poll results bar graph from the beginning of these slides)...

Prompt: I asked in a poll of people registered for my talk, "How would you describe your current level of experience with generative AI tools (e.g., ChatGPT)?" The bar graph shows the responses. Give me an option best targeted at this audience.

Gemini thought again – here's its summary of its thinking:

I need to get the relevant content to answer the user's question.

1. **Analyze the Audience Data:** *The bar graph shows the following experience levels with generative AI:*
 - *Beginner (dabbling, basic tools): 56%*
 - *Intermediate (specific tasks/projects): 25%*
 - *Little or no experience: 13%*
 - *Advanced (regular, comfortable): 6%*
2. **Identify the Dominant Groups:** *The largest group by far is "Beginner" (56%). The next largest is "Intermediate" (25%). Together, these two groups make up 81% of the audience. There's also a significant portion (13%) with little to no experience. The "Advanced" group is very small (6%).*
3. **Determine the Core Need:** *The vast majority of the audience (Beginners + Little/No Experience = 69%) are either just starting or haven't started yet. The Intermediate users (25%) likely have some practical experience but could still benefit from foundational advice on how to approach learning and integration more systematically. The advice in the original quote is perfectly suited for beginners and those looking to move from dabbling to more purposeful use.*
4. **Evaluate Previous Summary Options:**
 - **Option 1 (Most Concise):** *Good, but maybe too brief for those with little/no experience.*
 - **Option 2 (More Detail):** *Better, includes helpful nuances like "refine conversationally" and "don't expect perfection," which are useful for beginners. It also mentions the "no manual" aspect, which encourages*

- *the self-discovery needed at this stage.*
 - **Option 1.5 (Attempt 1):** *A good blend, keeps it concise but adds key details like "refine conversationally" and "no exact manual."*
 - **Option 1.5 (Attempt 2):** *Also a good blend, emphasizes "interaction," "chart your own course," and "unlock your advantage."*
2. **Select/Refine the Best Option for This Audience:**
- *The core message needs to be encouraging, practical, and emphasize starting simple and learning through doing.*
 - *It should validate the "dabbling" stage most are in and guide them towards more intentional use.*
 - *It needs to set expectations (takes time, personal journey, no magic manual).*
 - *Given that over half are beginners and another 13% have no experience, a slightly more detailed summary might be better than the most concise one. Both Option 2 and the 1.5 variants seem suitable.*
 - *Let's slightly tailor one of the 1.5 versions to directly address the beginner/dabbling stage.*
3. **Tailor Option 1.5 (Attempt 1) for the Audience:**
- **Original 1.5 (Att 1):**
 - *Start Simple: Use AI for everyday tasks (emails, ideas, decisions).*
 - *Learn by Doing: Experiment, refine conversationally (~10 hrs needed). Don't expect perfection.*
 - *Discover Your Use Case: It's personal, no exact manual exists.*
 - *Gain Your Edge: Become the expert for your own work.*
 - *Refinement for Beginner/Intermediate Audience: Emphasize why starting simple is good and acknowledge the "dabbling" phase. Reinforce the self-discovery aspect.*
 - **Revised Option Tailored for Audience:**
 - **Start Where You Are:** *Apply AI to simple, daily tasks you already do (emails, brainstorming). Perfect for dabbling!*
 - **Learn Through Interaction:** *Experiment playfully, talk to the AI to refine results (~10 hrs builds understanding).*
 - **Find Your Fit:** *Discover how AI best helps you; there's no single instruction manual.*
 - **Build Your Unique Skill:** *Mastering AI for your work is the real advantage.*
4. **Final Check:** *Does this address the Beginners (start simple, dabbling OK)? Yes. Does it guide Intermediates (refine, find your fit)? Yes. Does it reassure the No Experience group (start simple, playful experiment)? Yes. Does it set*

1. *realistic expectations (time, no manual)? Yes. Does it highlight the benefit (advantage, unique skill)? Yes. This looks like the best fit.*

Special Topic

Hallucinations

The #1 Risk of Using AI - Hallucinations

1. **Factual Errors:** AI Gets the Facts Wrong
2. **Fabricated Content:** Creating Information Out of Thin Air
3. **Misrepresentations:** Incorrect Interpretations of Information
4. **Context Gap:** Missing the Bigger Picture
5. **Logical Inconsistencies:** Contradictory or Impossible Recommendations
6. **Overgeneralization:** Applying Broad Rules Incorrectly

[StrefaTECH Article: Hallucinations are a Real Thing](#)

What Can You Do?

- Use more precise prompts
- Check citations
- Use AI to check AI
- Avoid “Falling Asleep At The Wheel”!



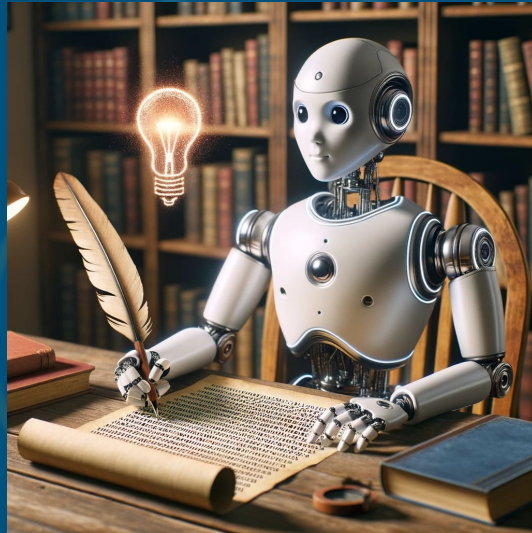
AI In Action



Image courtesy of Unsplash and ChatGPT4o. I copied an image from Unsplash and prompted, “create an image like this, but as a cartoon”

[StrefaTECH Article](#): *Inspiration, Information, and Hallucination*

The Bottom Line: Copy, Paste, and **EDIT** to Make It Yours!



AI In Action



Image courtesy of
DALL-E 3 via ChatGPT
4.

Prompt: Image
conveying the idea that
you need to edit
information generated
by AI before sending it.



Chatbots As “Templates On Steroids”

User Story: Draft Job Description

Chatbots ...

- Can understand a conversational description
- “Know” about many common types of documents
- Are great at revising their work patiently according to your whim



Job Description

Scenario:

- *As a ...* Manager or HR staffer
- *I want to ...* Write a job description that captures our culture, what we want in the staff member, and the key elements of job postings that applicants expect to see
- *So that ...* Qualified applicants flock to our organization

Response

Act as the Executive Director at a small nonprofit organization. Write a job description for a part-time administrative assistant. Use a tone that is professional but informal, encouraging go-getters to be interested in joining us.

- ✓ Searching the web for: **job description for a part-time administrative assistant**
- ✓ Generating answers for you...

As the Executive Director of a small nonprofit organization, you are looking for a part-time administrative assistant to join your team. The ideal candidate should be a **self-starter** who is **detail-oriented, organized, and able to multitask**.

Here is a sample job description that you can use as a starting point:

Job Title: Part-Time Administrative Assistant

Job Summary: We are seeking a part-time administrative assistant to join our team. The ideal candidate will be responsible for providing administrative support to the Executive Director and other staff members.

Responsibilities:

- Answering and directing phone calls
- Organizing and scheduling appointments
- Preparing reports and maintaining appropriate filing systems

- Creating and updating records ensuring accuracy and validity of information
- Sorting and distributing communications in a timely manner
- Completing a range of clerical tasks including managing calendars, sorting mail, or preparing invoices
- Providing real-time scheduling support by booking appointments and preventing conflicts

Requirements:

- Proven experience as an administrative assistant, virtual assistant, or office admin assistant
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task

If you know someone who would be interested in this position, please feel free to share this job description with them. We look forward to hearing from you soon!

Learn more: [1. resources.workable.com](#) [2. bing.com](#) [3. indeed.com](#) [+3 more](#)

2 of 30 ●

Follow-ups...

You might continue the dialogue...

- Add that the position is available November 1, salary is \$20/hour, it's part-time 16-20 hours per week, and requires being on-site in our North Hills office.
- Change the proficiency to be Google Apps (Docs, Sheets)
- This is getting there, but is very vanilla. Rewrite it to sound much more exciting -- we need someone who will love this job!

Absolutely! Here's a revised job description that will make the right candidate excited to join our team:

Job Title: Part-Time Administrative Assistant

Job Summary: We are looking for a **rockstar** part-time administrative assistant to join our team! The ideal candidate will be responsible for providing **top-notch** administrative support to the Executive Director and other staff members.

Responsibilities:

- Answering and directing phone calls like a **pro**
- Organizing and scheduling appointments like a **boss**
- Preparing reports and maintaining appropriate filing systems with **precision**
- Creating and updating records ensuring accuracy and validity of information like a **master**
- Sorting and distributing communications in a timely manner with **ease**
- Completing a range of clerical tasks including managing calendars, sorting mail, or preparing invoices like a **champ**
- Providing real-time scheduling support by booking appointments and preventing conflicts like a **superhero**

Requirements:

- Proven experience as an administrative assistant, virtual assistant, or office admin assistant
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in Google Apps (Docs and Sheets in particular)
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task

Additional Information:

- The position is available starting from **November 1st**.
- The salary is **\$20/hour**.
- The position is **part-time**, requiring **16-20 hours per week**.
- The position requires being on-site in our North Hills office.

If you know someone who is passionate about providing exceptional administrative support, please feel free to share this job description with them. We can't wait to welcome the newest member of our team!

Learn more: [1. hire.trakstar.com](#) [2. bing.com](#) [3. blog.ongig.com](#) [4. lever.co](#) [+5 more](#)

5 of 30 ●

Special Topic

Avoiding the Bad & Ugly Risks

5 Risks and How To Avoid Them

| Risk | Mitigation Actions |
|---|---|
| Bias - text, images, videos generated perpetuating biases that don't represent your values | <ul style="list-style-type: none">● Up-front: include instructions in your prompts, e.g., multiracial, balance of genders, regardless of demographics● Before publishing: Review with a careful lens for your organization's values! |
| Falsehoods - information that's untrue or misleading ("hallucinations") | Approach your AI-powered work with a journalist's mindset. <ul style="list-style-type: none">● Be Skeptical ... Think Critically● Verify and Cross-Reference |
| Copyright Violation - publishing text or images that are covered by copyright | Use chatbots that cite sources (and check the sources!)if you're in an area that may use something subject to copyright |
| Data Privacy - exposing sensitive information | We'll cover this shortly as its own topic – it's a biggie! |
| Losing Touch | Use AI as an aid, not a replacement! |

Soapbox

Publishing biased,
incorrect,
incomplete, or just
plain dumb content
is on YOU

[StrefaTECH Article](#): *Think Before You AI: The Pitfalls of Automated Content Creation*





Lightning Round





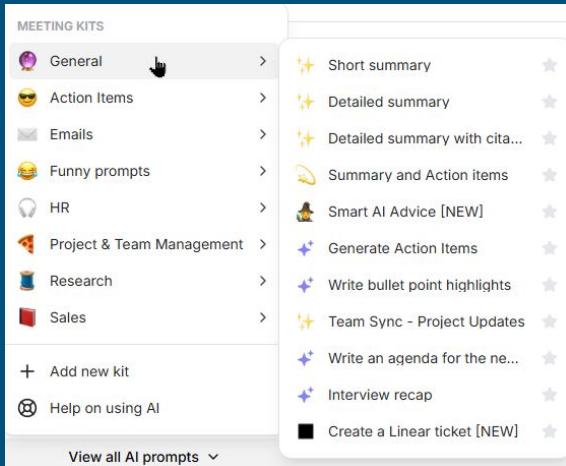
AI in “Everyday” Apps



AI is showing up everywhere!

- Amazon (“Ask Rufus”)
- Netflix
- Kayak
- Spotify
- Canva
- Alexa*
- Siri*
- CRMs, Donor Databases, ...
- Duolingo
- Khan Academy (Khanmigo)
- Wix, Squarespace
- Google Workspace!

Meeting Notetakers



What they do:

- Record your meeting
- Generate a transcript
- Create a summary
- Capture action items
- ... and much more ...

There are lots of them!

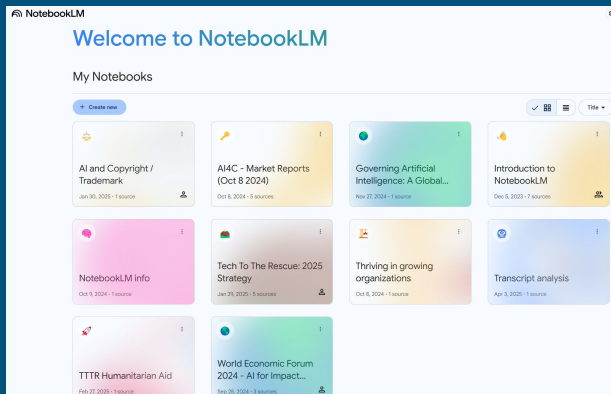
Some have decent free plans (e.g., Fathom, Taqtiq)

Use for “IRL” meetings, phone calls

Ethical considerations



Google NotebookLM



- “Grounds” in specific source content
- Has built-in summarization types (study guide, briefing doc, timeline, FAQ)
- Creates “audio summaries” (podcast-style) – now available in Gemini

When to use:








- You have sources (pdfs, web pages, YouTube videos, etc.)
- You only want to have a conversation about *those* sources



Internet Search

food-related nonprofits in Pittsburgh, PA

Pro Search Places Sources 14

-  Community Kitchen Pittsburgh
ckpgh.org/hungerrelief
Hunger Relief - Community Kitchen Pittsburgh
We work to increase access to healthy meals and snacks for food insecure children and their families. We rescue short-shelf-life fresh produce from the Greater Pittsburgh Community Food Bank and 412 Food Rescue and use it to prepare daily, hot, healthy meal... 
-  Greater Pittsburgh Community Food Bank
pittsburghfoodbank.org/what-we-do/par...
Meet Our Partners - Greater Pittsburgh Community Food Bank
Over 1,000 partners help distribute 42M+ meals annually in our 11-county service area. Volunteer-based, our network includes pantries, kitchens, shelters, and more.
-  412 Food Rescue
412foodrescue.org
412 Food Rescue: Home
<https://www.youtube.com/watch?v=v-Ksl9-euy4> On March 26th, 412 Food Rescue rescued 5,247 lbs of food from the annual Gordon Food Service's Food Show at... In the spring of 2015, a scrappy new nonprofit began frequenting restaurants and grocery stores in ... 
-  Community Kitchen Pittsburgh
ckpgh.org
Community Kitchen Pittsburgh
We use food as the foundation to change lives and strengthen communities through culinary training, job placement, and hunger relief services. Do you like to cook? Are you looking for a job? Are you looking to make a change? 

Most AI chatbots (*except for Claude*) can search the internet

All Deep Research models use live internet information

Perplexity has the reputation of being the “best”

Google is continuing to experiment with how to include AI in standard Search

Perplexity search for “food-related nonprofits in Pittsburgh, PA”

Image Generation

Generating images ...



Google Imagen 3 (Gemini)



Ideogram



ChatGPT 4o



Canva

Prompt: Generate an image of a desk. It has on it a tablet with pencil sketch of a bouquet of daffodils in a vase and a computer with a photo of daffodils in a vase. Style photorealistic.

The “Good”

- Lots of free tools (some with limits)
- Quick generation of variations
- No royalties for image use
- Variety of styles

The “Bad”

- Giving you what you ask for
- Questions about mimicking style of living artists
- Time can fly (*much like searching for images on Unsplash, Pixabay, etc.!*)

The “Ugly”

- Bias



Video!

Video Creation and Editing,
Language Translation
... and More ...



- **HeyGen:** Translate your videos into other languages (and much more)
- **AI in Loom, Canva, Descript, Capcut, etc.:** Capabilities keep getting better
- **Sora, Runway, ...:** Generate short videos using AI (like image generation)
- **Bonjoro:** Not AI, but a really cool idea - send quick video following up on meetings, introducing yourself, etc.

[StrefaTECH Article: Video Translation](#)

[StrefaTECH Article: Don't Be Left Behind: AI Apps Are Transforming Nonprofits Now](#)

Data Analysis and Charting



Chatbots (ChatGPT, Claude, Gemini, etc.) can ...



- “Fix” your spreadsheet as though you were an Excel expert
- Suggest fixes you might not have dreamed
- Answer your questions about the data in your sheets
- Tell you more that you should be wondering or understanding

However, they can't ...

- Change the oil in your car
- Diaper your baby
- Polish your toaster
- Iron your socks

Special Topic

Data Privacy

Considerations: AI Vs. “The Cloud”

Similar / Same Risks

- Malicious actors (hacks, breaches)
- Accidental account exposure
- Violation of regulations (e.g., HIPAA, GDPR)

AI-Specific Risks

- Exposure to others in benign use
- Misinterpretation due to AI ‘errors’
- So much easier to be lax

[Nonprofit Chronicle Article](#): *How Nonprofits Can Use A.I. Well – and Avoid Pitfalls*

Legitimate “Nightmare” Scenarios



Images courtesy of DALL-E 3 via ChatGPT 4.

Prompt 1: Image of student in kitchen showing piece of paper to mother. His expression is curious. Hers is alarmed.

Prompt 2: image of professional woman giving presentation to board of directors showing bar chart of increasing donation amounts



Next Steps

Andiamo!



10 Mistakes NOT To Make With AI

1. Not trying it
2. Using GenAI like Google or web search
3. Stopping after one prompt
4. Not checking for hallucination and bias
5. Not admitting AI usage

10 Mistakes NOT To Make With AI

6. A fixed mindset / not being open to experimentation
7. Lack of persistence in learning how to work with the tools
8. Not using GenAI as a thought partner
9. Getting stuck in a rut
10. Not having fun and being open to learning along with the advancements

3 Things To Do RIGHT AWAY With AI

1. Play!

- Draft or rewrite emails
- Ask it questions ... but verify the responses
- **Schedule: 30 minutes, 2-3 times each week**

2. Do!

- Identify three specific ways you're going to use AI
- **Deadline: Memorial Day!**

3. Learn!

- StrefaTECH newsletter: <https://strefatech.substack.com>
- Follow on LinkedIn: Ethan Mollick, Conor Grennan, Rowan Cheung, Isar Meitis
- OpenAI Academy (new):
<https://openai.com/global-affairs/scaling-the-openai-academy>



A Final Word

While you may be feeling drenched by the firehose of information about the potential and pitfalls of AI,

Don't Be Overwhelmed!

Take a first step, then another, then another!



Image courtesy of DALL-E 3 via ChatGPT.

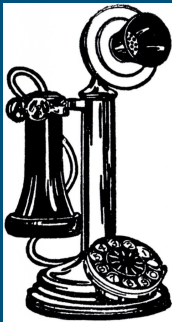


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Want to continue the conversation?

Book a chat with me any time!

<https://bit.ly/MeetWithDeb>