

PUBLIC-SECTOR CAPABILITY

AI for Public Workers

Building a more productive, responsive and AI-ready public service.

A practical three-day professional training programme for Caribbean governments and public institutions.

PRACTICAL SKILLS

PRODUCTIVITY

PUBLIC VALUE

THE PURPOSE

Help public servants use AI confidently and responsibly — from everyday writing and analysis to better workflows, stronger service delivery and informed institutional adoption.

LEARN • APPLY • IMPROVE

01 / PROGRAMME OVERVIEW

Make AI useful in the work of government

A role-relevant programme for public workers at every level — from frontline and administrative teams to

WHO IT IS FOR

Ministries • local government • public agencies • statutory bodies • public-service training institutions

BY THE END OF THE PROGRAMME, PARTICIPANTS WILL BE ABLE TO

01 Understand AI

Explain core AI concepts, strengths, limitations and appropriate workplace uses.

02 Work more efficiently

Draft, summarise, structure and refine common work products with AI assistance.

03 Analyse information

Use AI to support research, spreadsheet analysis, synthesis and briefing preparation.

04 Improve workflows

Identify repeatable tasks and redesign a process around service needs and controls.

05 Use AI responsibly

Recognise privacy, security, bias and accuracy risks; apply verification and human review.

06 Plan next steps

Develop a realistic departmental use case and a 30-day action plan.

LEARNING BY DOING

Short demonstrations • guided practice • realistic public-sector scenarios • peer discussion • a take-away workflow and action plan.

02 / DAY 1

AI foundations & everyday productivity

DAY 1 OUTCOME

Participants can choose appropriate tasks for AI, write clearer instructions and evaluate outputs before using them.

09:00

AI at work

What AI can and cannot do; generative AI basics; common failure modes; choosing the right task.

10:15

Prompting for public-service tasks

Context, objective, audience, format and constraints; iterative prompting; examples and reusable prompt patterns.

11:30

Writing & communication

Draft and refine emails, letters, meeting notes, public notices, FAQs and plain-language explanations.

13:15

Research & document support

Summarise long documents, compare versions, extract themes and prepare first-draft briefing notes.

14:30

Verification lab

Check facts, dates, calculations, citations and tone; identify unsupported claims and missing context.

15:30

Hands-on practice

Complete a practical task using a sample public-sector scenario and a verification checklist.

03 / DAY 2

Data, analysis & smarter workflows

DAY 2 OUTCOME

Participants can use AI to structure information, support basic analysis and identify a workflow suitable for improvement.

09:00

Working with data

Prepare questions for datasets; identify trends and anomalies; understand limits of AI-generated analysis.

10:15

Spreadsheets & reporting

Use AI assistance to explain formulas, structure tables, draft summaries and turn findings into clear narratives.

11:30

Briefings & decision support

Turn source material into options, pros and cons, risks, assumptions and decision briefs — with traceable sources.

13:15

Workflow mapping

Map a current process; locate repetitive steps, hand-offs, delays and avoidable rework.

14:30

Redesign challenge

Design an improved workflow with human checkpoints, exception handling and service-quality measures.

15:30

Department use-case clinic

Teams select a realistic use case and define the user, problem, benefit, risk and success measure.

04 / DAY 3

Responsible AI & institutional adoption

DAY 3 OUTCOME

Participants can recognise material risks, apply safe-use principles and present a measured plan for an AI-enabled improvement.

09:00

Responsible AI in public service

Privacy, confidentiality, bias, accessibility, transparency, records and accountability.

10:15

Safeguards & human oversight

Use approved tools; minimise data; verify outputs; escalate high-risk uses; keep people accountable.

11:30

Use-case risk screening

Assess purpose, data sensitivity, impact on people, reversibility, oversight and the need for specialist review.

13:15

From idea to pilot

Define scope, users, baseline, success measures, owner, dependencies, risks and an exit route.

14:30

Adoption & change

Communicate with teams, support different confidence levels, gather feedback and refine practice.

15:30

Action-plan presentations

Present a 30-day action plan with a priority workflow, safeguards, responsible owner and measurable outcome.

05 / PRACTICAL APPLICATIONS

Make AI relevant to your department

Start with a clear service problem, not with the technology.

01 Administration & HR

Draft internal communications, organise meeting notes, create onboarding checklists and turn policy documents into clear staff FAQs.

02 Finance & procurement

Structure budget commentary, explain spreadsheet formulas, summarise spending patterns and prepare first-draft procurement comparisons.

03 Public-facing services

Rewrite notices in plain language, prepare service FAQs, translate complex instructions into clearer steps and identify common enquiry themes.

04 Policy, research & operations

Compare policy options, extract themes from approved documents, map process bottlenecks and prepare evidence-led briefing outlines.

A REUSABLE PROMPT FRAMEWORK

Context + task + source + format + safeguards

Example: "You are assisting a public-service officer. Using only the approved text below, summarise the key actions for staff in five bullets. Flag any ambiguity, do not invent requirements, and identify what must be verified by an authorised officer."

WHAT PARTICIPANTS TAKE BACK

Prompt patterns	Reusable instructions for common tasks.
Verification checklist	A simple routine to check outputs before use.
Workflow canvas	A way to map steps, delays and human checkpoints.
30-day action plan	One priority use case, owner, safeguards and measures.

05 / SAFEGUARDS & NEXT STEPS

Build capability without compromising public trust

The programme teaches practical AI use alongside the habits and controls required in public institutions.

01 Protect sensitive information

Never enter confidential, personal, classified or otherwise restricted information into an AI tool unless the institution has explicitly approved that use and the tool's protections.

02 Verify before relying

Treat outputs as drafts. Check facts, figures, citations, legal references, dates and recommendations against authoritative sources.

03 Keep humans accountable

AI can support analysis and drafting; authorised officers retain responsibility for decisions, approvals and communications.

04 Use fair and accessible language

Check for bias, exclusion, misleading assumptions and accessibility barriers — especially where public services affect people.

05 Follow institutional rules

Use approved tools and follow applicable law, records-management requirements, security policies and departmental guidance.

06 Start small; measure value

Pilot low-risk tasks first, document the process, gather feedback and measure quality, time saved and service impact.

FOR MINISTRIES, AGENCIES & PUBLIC-SERVICE TRAINING INSTITUTIONS

Bring the programme to your institution.

Cerebral Hacks can work with your team to tailor scenarios to departmental priorities, workforce needs and approved technology environments.

Cerebral Hacks

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VISIT WEBSITE

Programme outline can be adapted to institutional policy, approved tools and departmental priorities.
Designed with reference to OECD and UNESCO public-sector AI capability and responsible-use guidance.