PROJECT LENS

WORKSHOP KIT 03 OF 05 · FACILITATOR GUIDE

Hands-on Prompting Lab Facilitator Guide

See AI clearly.

Think clearly in an AI-powered world.

L	Learn	Understand AI.
E	Evaluate	Question and verify.
N	Navigate	Know when and how to use it.
S	Secure	Protect yourself and others.

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01

About this workshop

This 60-minute lab is where people actually try a chatbot, with helpers beside them. Attendees practice **START, IMPROVE, CHECK** on everyday tasks, learn the follow-up phrases that fix a weak answer, and leave knowing what never to type. It works best after Kit 1 (AI Basics), but it stands on its own: everything a facilitator needs is in this guide.

Detail	
Length	60 minutes (a 45-minute version is in the run of show)
Best for	Libraries, senior centers, retirement communities, family tech nights
Group size	6 to 24 people. Plan one helper for every 4 to 6 people.
Facilitators	One lead plus helpers. Student helpers are ideal here.
Devices	Attendees bring a phone, tablet, or laptop if they have one. People without a device pair with someone who has one, or work on paper.
Room needs	Guest Wi-Fi, a screen the lead can show a chatbot on, tables for pairs

By the end, attendees will be able to:

1. Open a well-known chatbot safely: the real app or website, no payment, no sign-in pressure.
2. Write a better prompt using START, IMPROVE, CHECK.
3. Use three follow-up phrases to fix a weak answer.
4. Check an answer against a second, trusted source.
5. Name what never to type into a chatbot, and find the privacy setting.

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What's in the kit

Item	Who it's for	How many to print
This facilitator guide	Lead and helpers	1 per facilitator
Slide deck with speaker notes	Lead (projected)	Print slides 6 per page as a backup
Participant pack: Prompt Lab worksheet	Each attendee	1 per person
Participant pack: four challenge cards	Each pair	1 set per pair
Participant pack: fix-it phrases card	Each attendee	1 per person, on cardstock if possible
Participant pack: quiz, feedback form, sign-in sheet, flyer	Attendees and host	1 quiz and 1 feedback form per person; 1 sign-in sheet per 20
Prompting Guide (Guide 2)	Take-home	1 per person, or a QR code to projectlensai.org

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Before the session

Two weeks before

- [ ] Confirm the date, room, group size, and accessibility needs (microphone, large print, wheelchair access) with the host.
- [ ] Confirm guest Wi-Fi works and get the password. Ask if the host has loaner tablets.

- [ ] Send the host the flyer from the participant pack. It asks people to bring a charged phone or tablet.
- [ ] Recruit enough helpers: one for every 4 to 6 attendees.

The day before

- [ ] Print handouts (see the table above).
- [ ] Try all four challenge cards yourself in two different chatbots, so you know what answers to expect.
- [ ] Rehearse the live demo on slide 9. Use the same chatbot you'll show on screen.
- [ ] Brief your helpers on the ground rules and the device rules below.

At the room (30 minutes early)

- [ ] Test the projector, laptop, Wi-Fi, and microphone. Open the chatbot you'll demo and sign out of any personal account on the demo laptop.
- [ ] Write the Wi-Fi name and password on a whiteboard or sign.
- [ ] Seat people in pairs, with a device in every pair where possible.
- [ ] Put pencils, worksheets, challenge cards, and quizzes on each table.

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Ground rules for facilitators

Read these before every session. They are the same in every Project LENS kit.

1. **Protect privacy.** Never ask attendees for personal details or account information. If someone volunteers a personal story, keep it general and don't write down names.
2. **No photos without permission.** Ask the host and the group before taking any photo. Never photograph someone who says no. Don't post photos online without written permission.
3. **Educate, don't advise.** You are teaching habits, not giving legal, financial, or medical advice. When someone asks about their own situation, point them to the right professional or helpline.
4. **Respect experience.** Your audience has decades of judgment. Never talk down.
5. **Stay neutral about AI.** AI is a tool, not good or evil. Don't push people toward it or scare them away from it.
6. **Use real, safe examples only.** Don't show actual scam links, phone numbers, or real people's private information on screen. Use the made-up examples in this kit.
7. **Don't promise outcomes.** Never say "this will always work" or "this app is completely safe."
8. **Never collect money or sell anything.** Project LENS workshops are free and educational.
9. **Hands off other people's devices.** If someone wants help on their phone or tablet, they hold it and they type. Don't log into their accounts, don't create accounts for them, and don't type on their device. Show the steps on your own device or on the slide instead.

Device rules for this lab

This kit is hands-on, so these matter more than usual. Go over them with every helper.

- The attendee holds their own device and does the typing. Point, explain, and let them tap.
- Don't log into anyone's accounts, don't create accounts for attendees, and don't enter anyone's email or phone number for them.

- Many chatbots let people try a few questions without an account. If one asks to sign up, the attendee decides. Never pressure anyone to create an account during the session.
- If a screen asks for a card or a payment, stop. Basic versions of the well-known chatbots are free.
- If a prompt starts to include private details, pause and help them reword it before they send it.
- Never take a photo of someone's screen.

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Run of show (60 minutes)

Time	Segment	Slides	What happens
0:00 to 0:05	Welcome and before-quiz	1 to 3	Introductions, agenda, Wi-Fi, 5-question quiz
0:05 to 0:10	What a chatbot does	4 to 5	It predicts; many can search the web; nobody checks for truth
0:10 to 0:15	Safety first	6 to 7	What never to type; finding the privacy setting together
0:15 to 0:20	START, IMPROVE, CHECK, live	8 to 9	The lead demos one prompt on screen, start to finish
0:20 to 0:40	**Activity 1: Prompt stations**	10 to 12	Pairs work through two challenge cards with helpers
0:40 to 0:48	**Activity 2: Catch the mistake**	13 to 14	Ask about something you know well, then check it
0:48 to 0:53	Fix-it phrases, and talking instead of typing	15 to 16	Phrases that rescue a weak answer; voice options
0:53 to 0:57	Wrap-up	17 to 18	Three things to remember, after-quiz

Time	Segment	Slides	What happens
0:57 to 1:00	Feedback and questions	19	Feedback form, quick questions, thank-you

45-minute version

Every segment gets shorter, so the timings add up to 45 minutes. Keep the safety segment and Activity 1 as the core.

Time	Segment	Slides	What changes
0:00 to 0:04	Welcome and before-quiz	1 to 3	Quiz takes 2 minutes
0:04 to 0:07	What a chatbot does	4 to 5	Key line only
0:07 to 0:11	Safety first	6 to 7	Show the privacy setting on screen; people find it later
0:11 to 0:15	START, IMPROVE, CHECK, live	8 to 9	One demo, no questions until the activity
0:15 to 0:31	**Activity 1: Prompt stations**	10 to 12	One challenge card per pair instead of two
0:31 to 0:36	**Activity 2: Catch the mistake**	13 to 14	Do it as one group demo on screen, with the room choosing the question
0:36 to 0:39	Fix-it phrases	15	Skip slide 16 (voice options); point to the card
0:39 to 0:43	Wrap-up	17 to 18	Three things to remember, after-quiz
0:43 to 0:45	Feedback	19	Collect forms; offer to stay after for questions

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Talking points

The full script is in each slide's speaker notes. These are the points that matter most.

What a chatbot does (slides 4 to 5)

- A chatbot predicts the most likely next words, based on patterns it learned from huge amounts of text.
- Many chatbots can now also search the web, so attendees will often see links and sources. That helps. But no chatbot checks whether what it finds is true.
- Newer chatbots are more likely to ask you a question back when they don't have enough to go on. That's a good sign, not a mistake. Answer it, without private details.
- Key line: *"It's a fast, helpful guesser with a library card. You're still the one who checks."*

Safety first (slides 6 to 7)

- Never type: Social Security, Medicare, bank, or card numbers; passwords or PINs; your full name with your address or birth date; photos of IDs, checks, or medical records.
- Treat every chat like a postcard: write only what you'd be comfortable with a stranger reading.
- Privacy setting: in most chatbots it's under **Settings**, then **Privacy** or **Data controls**. Look for chat history or "improve the model," and turn it off if you'd like your chats kept out of training. Menus change often, so show it on the slide and let people find it on their own device.
- **AI that acts for you.** Some newer AI tools can do things for you, like booking, buying, or filling in forms. Set these up only with someone you trust, and never give them your bank or email password.

START, IMPROVE, CHECK, live (slides 8 to 9)

Do one full example on screen. Talk while you type.

Step	What you type or do
START with a clear question	"What is the best time to plant hyacinth bulbs?"

Step	What you type or do
IMPROVE it with details	"I live in the Pacific Northwest. Answer like a master gardener, keep it short, and ask me questions if you need more information. Please link your sources."
CHECK the answer	Open one link. Is it a real, reputable site, and is it current? Compare with a second source, like the OSU Extension gardening pages.

Point out what IMPROVE added: a place, a role, a length, permission to ask questions, and a request for sources.

Fix-it phrases (slide 15)

- "Explain that more simply, like you're talking to a friend."
- "Ask me questions first if you need more information."
- "Where did you get that? Please share links."
- "That's not quite right. I meant ___. Please try again."
- "Give me one step at a time. Wait for me to say 'next.'"

Talking instead of typing (slide 16)

- Many chatbot apps have a microphone button, so people can ask out loud and hear the answer read back.
- OpenAI offers a phone number, 1-800-CHATGPT (1-800-242-8478), from U.S. and Canadian numbers, with 30 free minutes a month. It's labeled experimental, so it may change (OpenAI Help Center, checked October 13, 2026).
- The same rules apply when you talk: no private numbers or passwords, and check anything you'll act on.
- Teach the habit, not just the number: look up any service's number yourself on its official website, the same way we never trust a phone number a chatbot gives us.

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Activity 1: Prompt stations (20 minutes, slides 10 to 12)

Goal: every attendee writes, improves, and checks at least two real prompts, with a helper nearby.

How to run it

1. Give each pair a set of the four challenge cards and two Prompt Lab worksheets. (2 minutes)
2. Pairs pick any two cards. For each card: **START** with the simple question on the card, **IMPROVE** it with at least two ingredients from the worksheet, then **CHECK** the answer using the suggestion on the card. (8 minutes per card)
3. Pairs without a device write their prompts on the worksheet. A helper types nothing for them, but can show the answer to the same prompt on the helper's own device.
4. At the end, ask two pairs: "What did your better prompt add, and what changed in the answer?" (2 minutes)

The four challenge cards, with what to look for

Card	START	A good IMPROVE adds	CHECK with
A. Plan an outing	"Suggest a walk near me."	A town or area, an easy distance, benches or restrooms, "ask me questions first"	The park or city website; call ahead about access
B. Understand a letter	"What does this letter mean?" plus the made-up letter on the card	"Explain in plain words, in 4 short points." Uses the made-up letter only, never a real one	The company or plan's official website, or Oregon SHIBA (1-800-722-4134) for Medicare questions

Card	START	A good IMPROVE adds	CHECK with
C. Learn your phone	"How do I make the text bigger?"	The phone type ("I have an iPhone" or "I have an Android"), "5 simple steps," "no technical words"	Try the steps; your phone's own settings or help pages
D. Cook for one	"Give me a recipe."	"For one person," "under 30 minutes," what's in the fridge, a diet preference	A trusted recipe site, or your doctor or dietitian for special diets

What to listen for

- Did their IMPROVE step add a place, a role, a format, or a do or don't?
- Did any private detail sneak in? On card B, check that people used the made-up letter, not a real one from their bag.
- Is their CHECK step a real, separate source, not "ask the chatbot again"?

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Activity 2: Catch the mistake (8 minutes, slides 13 to 14)

Goal: people see for themselves that a confident answer can be wrong, and practice checking it.

How to run it

1. Each person asks the chatbot something they already know well: their hometown's history, a hobby, a favorite book, a family recipe's origin. No private details. (3 minutes)
2. Then ask: "Where did you get that? Please share links." Open one link. (3 minutes)
3. Hands up: "Who found a mistake? Who got asked a question back?" Both are good outcomes. (2 minutes)

Key line: *"If it got something wrong, or asked you for more detail, that's the lesson. It doesn't know your town or your family. You do."*

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For people without a device

- Pair them with someone who has one, and let them do the thinking and the wording.
- They write their prompts on the worksheet. Writing a better prompt on paper is the real skill.
- The lead's screen shows live answers during the demo and Activity 2, so everyone sees how a chatbot responds.
- If the host has loaner tablets, sign in to nothing personal on them. Clear the chat history at the end.

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Hard questions and simple answers

They ask...	You can say...
"Which chatbot should I use?"	"The well-known ones all work for everyday questions. Pick one, get it from the official app store, and use the same safe habits."
"Do I have to make an account?"	"Some let you try without one. If you make an account, you choose. You never need to pay to start."
"Don't chatbots search the internet now?"	"Many can, and that helps. But they still don't check whether what they find is true. That's why we always CHECK anything we'll act on."
"Can I paste my real letter in?"	"Only after you cover names, account numbers, and addresses. Even better, describe it in your own words."
"Is it listening to me all the time?"	"Not unless you allow it. You can check microphone permissions in your phone's settings."
"Can AI do my online banking for me?"	"Some new tools can act for you. Set these up only with someone you trust, and never share your bank or email password."
A question you can't answer	"I don't want to guess. A librarian at answerland.org can help, free, any time."

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After the session

Quiz answer key (same 5 questions before and after)

#	Correct answer
1	B: Names, account numbers, and addresses
2	B: Check
3	False: links help, but you still need to open them and check
4	B: "Use 5 simple steps and plain words"
5	A: Settings, then Privacy or Data controls

Scoring: count correct answers for the whole group before and after, not by person.

Within one week

- [ ] Add a row to the session log.
- [ ] Read the feedback forms and note one thing to improve.
- [ ] Only share comments where the person ticked "OK to share," and never with names.
- [ ] Within one week, copy any emails from the sign-in sheet into the Project LENS mailing list, then shred the sheet. The host doesn't keep a copy.
- [ ] Thank the host, and offer Kit 2 (AI Scams and Deepfakes) as a follow-up session.

Session log

Date	Host and location	Facilitators	Attendees	Avg before	Avg after	One thing to improve

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This workshop is for education only. It is not legal, financial, or medical advice.

AI changes quickly. We review this workshop every six months. For the newest version, visit projectlensai.org.

Sources: OpenAI Help Center: 1-800-ChatGPT · Oregon SHIBA · Answerland

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