

Sample AI Assignment  
Organizational Communication  
Demonstrating Empathy

For the purposes of this assignment, you are going to use Ai to help you create an email response that demonstrates the following characteristics of professionalism:

- Empathy
- Responsibility
- Reason
- Offer Reassurance

For this assignment, you will need to imagine that an employee sent you an email regarding any workplace situation that requires professionalism. For example (you may not use my example), your employee tells you that they left their company laptop on a table at Starbuck's and it was stolen. You have had a very long day and your brain is overtaxed. You would like to use Ai to assist you in responding to the email professionally.

1. Open [ChatGPT](#) or [Claude](#) which we used earlier in the semester.
2. You need to tell Ai the following
  1. who they are: A work place supervisor named \_\_\_\_\_
  2. what they need to produce: an email response to Clyde who shared a specific problem that you explain to Ai (ex. stolen laptop - don't use this example). You may use an example from your own life in which you wished someone had been more professional.
  3. what you need help with: writing a professional response in which the supervisor demonstrates

- Empathy
- Responsibility
- Reason and
- Offers Reassurance

4. Paste your prompt and the email produced by Ai into a discussion post. I provide an example prompt below.
5. Comment on the work of two other students within two business days of the due date. Your first comment must be to a student who has no comments. You might comment on how Ai prepared their response vs. yours. Did your Ai do a good job in comparison to others? Why do you think there were differences?

Prompt example for Ai (this is what I pasted into Ai's chat bar): You are a supervisor named Katherine who received an email from your employee named Clyde. Clyde emailed you to let you know they left their laptop on a table at Starbuck's and it was stolen. You need to write an email

response to Clyde in which you demonstrate the following professional qualities: empathy, responsibility, reason and offer reassurance.

**ChatGPT Response produced the following email response:**

Subject: Re: Urgent: Stolen Laptop

Hi Clyde,

Thank you for letting me know about the situation with your laptop. I can understand how distressing it must be to lose your device in that manner, and I'm sorry to hear about the inconvenience this has caused you.

First and foremost, your safety and well-being are what matter most. I recommend reporting the theft to the local authorities if you haven't already. This could help in case the laptop is recovered or if there are any updates regarding the incident. Additionally, please contact our IT department as soon as possible to report the stolen device. They can assist with remote data protection measures and help in managing any potential risks to our company information.

In the meantime, let's focus on finding a solution. We can arrange a temporary replacement for you to ensure that your work isn't disrupted. Please let me know if there's anything specific you need or if you have any immediate concerns.

Your proactive approach in addressing this matter is appreciated, and we'll work together to resolve it as smoothly as possible. If you have any further questions or need additional support, don't hesitate to reach out.

Best regards,  
Katherine

**Claude's Email based on My Prompt**

Subject: Re: Laptop Stolen at Starbucks

Dear Clyde,

I'm sorry to hear about the theft of your work laptop. I can imagine how distressing this situation must be for you, and I appreciate you promptly informing me about the incident.

While this is certainly an unfortunate event, please know that our primary concern is your well-being. I hope you're okay and that this experience hasn't caused you too much stress.

Moving forward, we need to take some immediate steps to address this situation:

1. Please file a police report if you haven't already done so.
2. Contact our IT department immediately to initiate our data security protocols.
3. Provide me with a brief written account of the incident for our records.

Rest assured that we have procedures in place for such occurrences. Our IT team will work on securing our data and issuing you a replacement laptop as soon as possible to minimize disruption to your work.

This incident serves as a reminder for all of us to remain vigilant about company property and data security. In the future, please remember to keep your laptop with you at all times when in public spaces.

If you need any support or have any concerns, please don't hesitate to reach out to me. We'll work through this together.

Best regards, Katherine