The Use of Generative AI to Support Workforce Well-being

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- National Cooperative Agreement awarded in 2014

- Funded by the Bureau of Primary Healthcare

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The Use of Generative AI to Support Workforce Well-being

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"Innovation is taking two things that exist and putting them together in a new way."

TOM FRESTON
CO-FOUNDER OF MTV
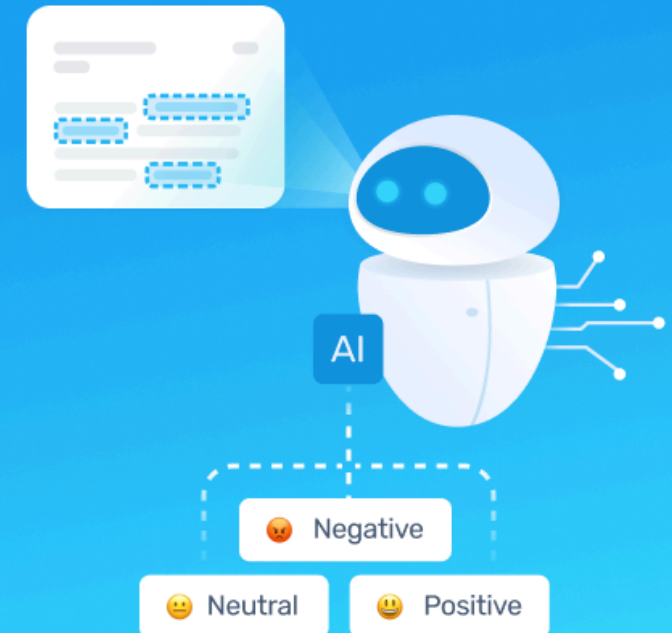
Workshop Goals
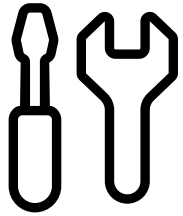
Functional Workshop for HR Professionals

Learn the tools and functionalities of Generative AI to enhance well-being initiatives

Prompt Engineering & ChatGPT Engagement

Learn the importance of Prompt Engineering and *HOW* to use Generative AI most effectively

Real World Challenges and Solutions

Showcase real world solutions to give you ideas on how to achieve well-being goals

The goal is for you to walk away knowing how to integrate AI into your work tomorrow

Learning

Productivity
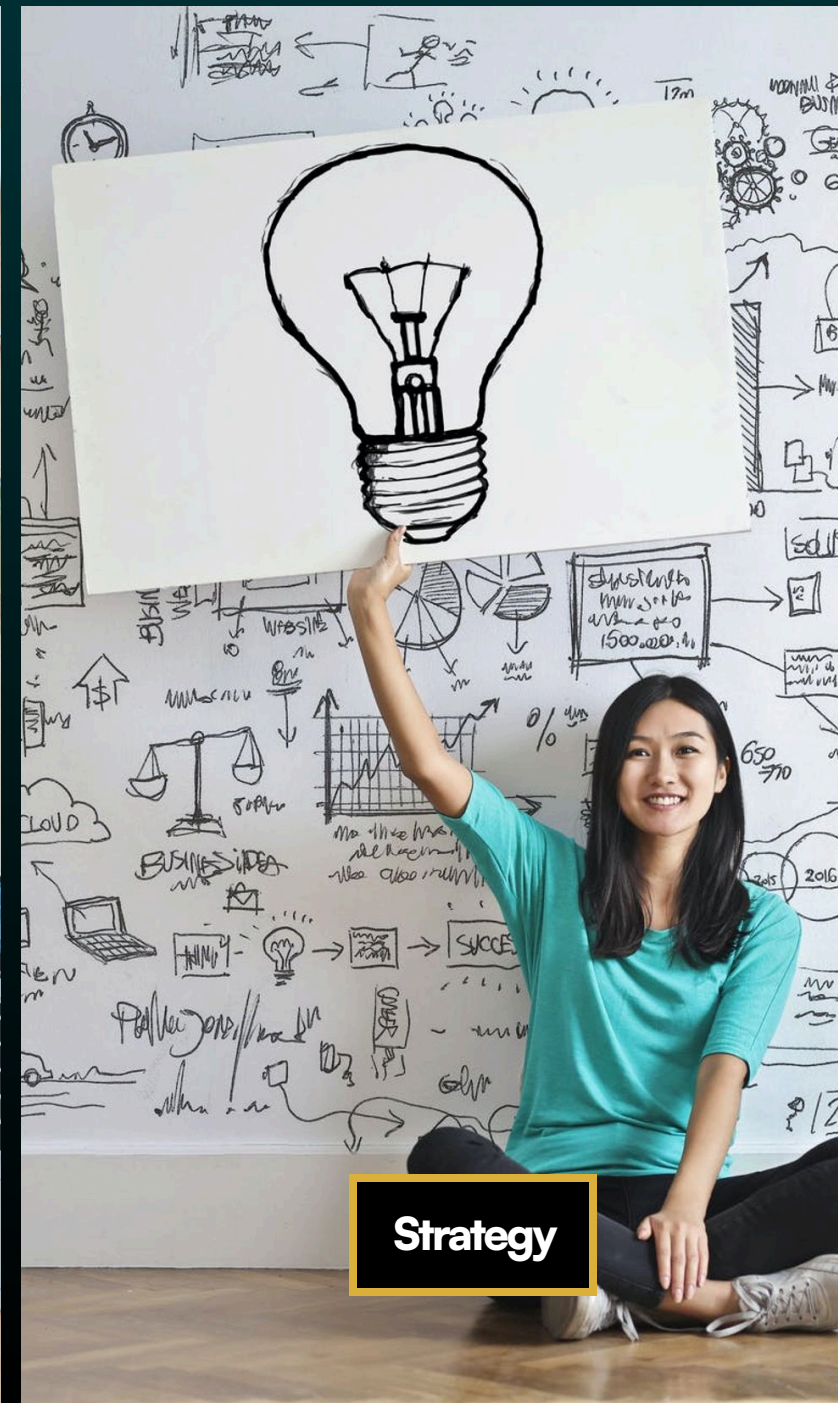
Strategy

Getting Started with Generative AI Tools

Follow these tips to improve adoption and enhance your effectiveness.

Identify Your Best AI Resources

For me, that's ChatGPT, but explore different options and learn what tools are best for your needs. You aren't committed to one.

Be Intentional About Adoption

Skill development requires intentionality in adoption both personally and professionally. Don't hold back on usage.

Explore the Value of Paid Versions

Like most technology, paid versions come with more features and GenAI is the same in some big ways!

Explore Custom GPT's

Further increase efficiency and allow you to enhance functionalities for your specific needs.
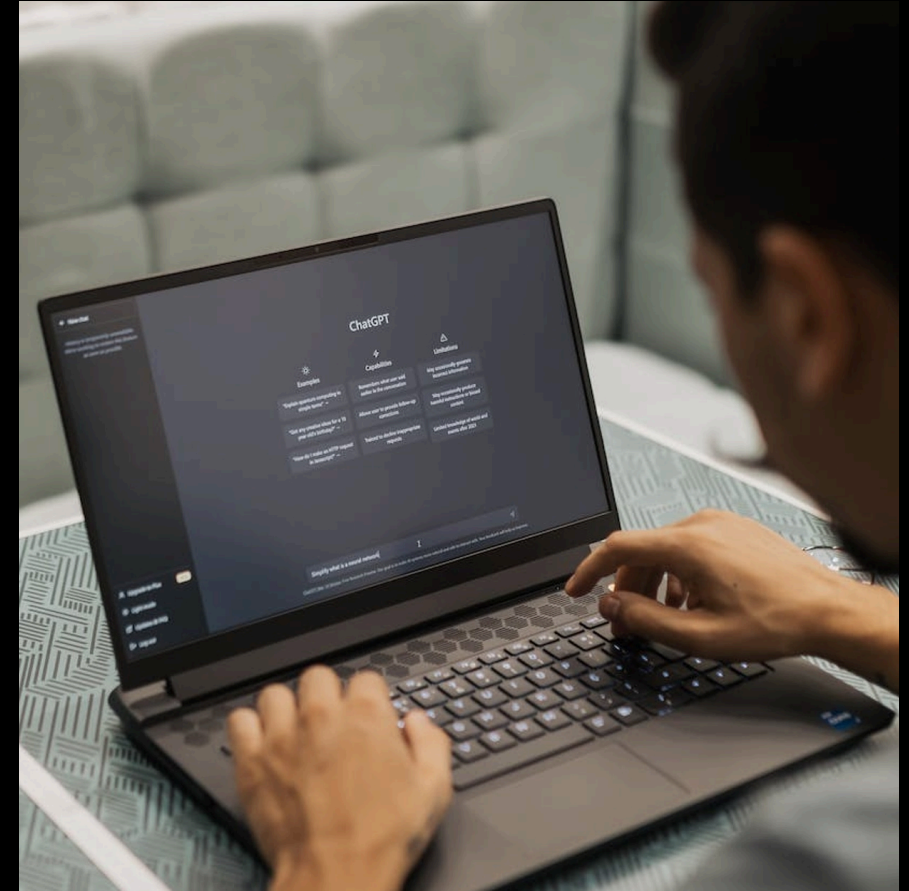
Prompt Engineering as an ART and SCIENCE
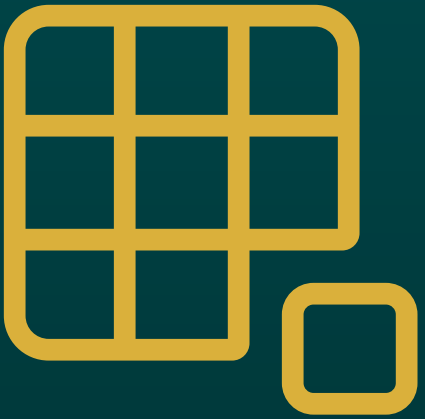
Simplify to Amplify

Breaking larger tasks into smaller, manageable requests can significantly enhance the clarity and relevance of ChatGPT's outputs. This method allows you to focus on specific aspects of a large task, ensuring each component is addressed with precision. By tackling one piece at a time, you can maintain high quality in responses and tailor solutions more closely to your exact needs.

Prompt Engineering as an ART and SCIENCE

Detail Drives Precision

Providing detailed information enables ChatGPT to tailor responses more precisely to your needs. The more context and specifics you include, the more customized and accurate the output will be, enhancing decision-making and problem-solving.

Prompt Engineering as an **ART and** **SCIENCE**

Clarify to Enhance Understanding

If you are unsure about what you need, ask ChatGPT to identify any additional information required to deliver the most effective response. This helps bridge knowledge gaps and ensures the guidance you receive is comprehensive and applicable.

Prompt Engineering as an **ART and SCIENCE**

Explore Multiple Pathways

When you're exploring various solutions or ideas, ask ChatGPT for options. This approach opens up a spectrum of possibilities, allowing you to compare different strategies or options and choose the one that best fits your specific context or challenge.

Prompt Engineering as an ART and SCIENCE

Feedback Fuels Fine-Tuning

Prompt engineering is an iterative process. Providing feedback on what you like or dislike about the responses helps refine the interactions. This ongoing feedback loop teaches and guides ChatGPT to become more aligned with your expectations and more effective in its outputs.

Let's Prompt!

Effective Prompting in Action:
Building an Emotional Well-Being Campaign

Scenario: Designing a monthly well-being initiative for community health center staff that includes a themed newsletter, audio training, and activity.

Prompt 1: Theme Exploration and Planning

Bad Prompt:
"Give me ideas for a wellness initiative."

Good Prompt:
"I'm planning a monthly emotional well-being initiative for staff at a Federally Qualified Health Center. The audience includes both administrative and clinical staff – most are experiencing high levels of stress and burnout. I want to focus on a different theme each month that's practical, emotionally supportive, and easily digestible for busy workers. Can you suggest three monthly themes that would resonate with this population, and for each one, provide a short title, a 1-2 sentence summary, and a sample wellness activity that could be done independently?"

Effective Prompting in Action:
Building an Emotional Well-Being Campaign

Scenario: Designing a monthly well-being initiative for community health center staff that includes a themed newsletter, audio training, and activity.

Prompt 2: Drafting the Newsletter

Bad Prompt:
"Write a newsletter about burnout."

Good Prompt:
"Let's use the theme 'Resetting After Burnout.' Please create a 200-250 word newsletter article in a warm, conversational tone, aimed at medical assistants, social workers, and dental staff. The goal is to normalize feelings of burnout and offer a simple mindset shift or tip they can use that day. Keep the reading level around 8th grade. At the end, include a brief call to action encouraging them to try the monthly self-care challenge. Please avoid corporate jargon."

Effective Prompting in Action:
Building an Emotional Well-Being Campaign

Scenario: Designing a monthly well-being initiative for community health center staff that includes a themed newsletter, audio training, and activity.

Prompt 3: Audio Training Format and Script Planning

Bad Prompt:
"Turn this into a b audio training."

Good Prompt:
"Now, I'd like to turn that newsletter into a short internal audio training (under 5 minutes). It should sound like it's being read by a peer – warm, sincere, and a little reflective. What format would work best: a simple reading of the article, a mini-narrative, or a Q&A style? What else would you need from me to help generate a audio training script that feels natural and supportive, not like a corporate memo?"

Effective Prompting in Action:
Building an Emotional Well-Being Campaign

Scenario: Designing a monthly well-being initiative for community health center staff that includes a themed newsletter, audio training, and activity.

Prompt 4: Refining the Self-Care Activity

Bad Prompt:
"Make the breathing activity better."

Good Prompt:
"The activity you suggested was a 5-minute breathing break. That's a good start, but can you build on it with a simple guided prompt staff could use during that time – especially one that connects to real on-the-job stress (e.g., dealing with difficult patients or feeling emotionally drained)? Keep it short and flexible, and suggest a way for HR to encourage participation without feeling invasive."

Effective Prompting in Action:
Building an Emotional Well-Being Campaign

Scenario: Designing a monthly well-being initiative for community health center staff that includes a themed newsletter, audio training, and activity.

Prompt 5: Building the Rollout Plan

Bad Prompt:
"Give me a plan to launch this."

Good Prompt:
"Now, please outline a simple rollout plan for this monthly theme. Assume HR only has a few hours a week to dedicate to it. The plan should include when to send the newsletter, how to share the podcast, a reminder message mid-month, and a lightweight way to track participation in the self-care challenge – without making it feel like surveillance. Format it like a checklist HR can follow."

Prompt Review

	Simplify Request	Provide Detail	Clarify Questions	Explore Options	Provide Feedback
Prompt 1	✓	✓		✓	
Prompt 2	✓	✓			✓
Prompt 3		✓	✓	✓	
Prompt 4		✓	✓		✓
Prompt 5	✓	✓			✓

Building
Custom GPT's

Exploring the innovative realm of custom GPTs–AI models tailored to specific organizational needs, offering unique solutions for businesses seeking personalized automation and data handling. These custom models can significantly enhance efficiency by aligning closely with company-specific workflows and requirements.

Career Growth & Development GPT

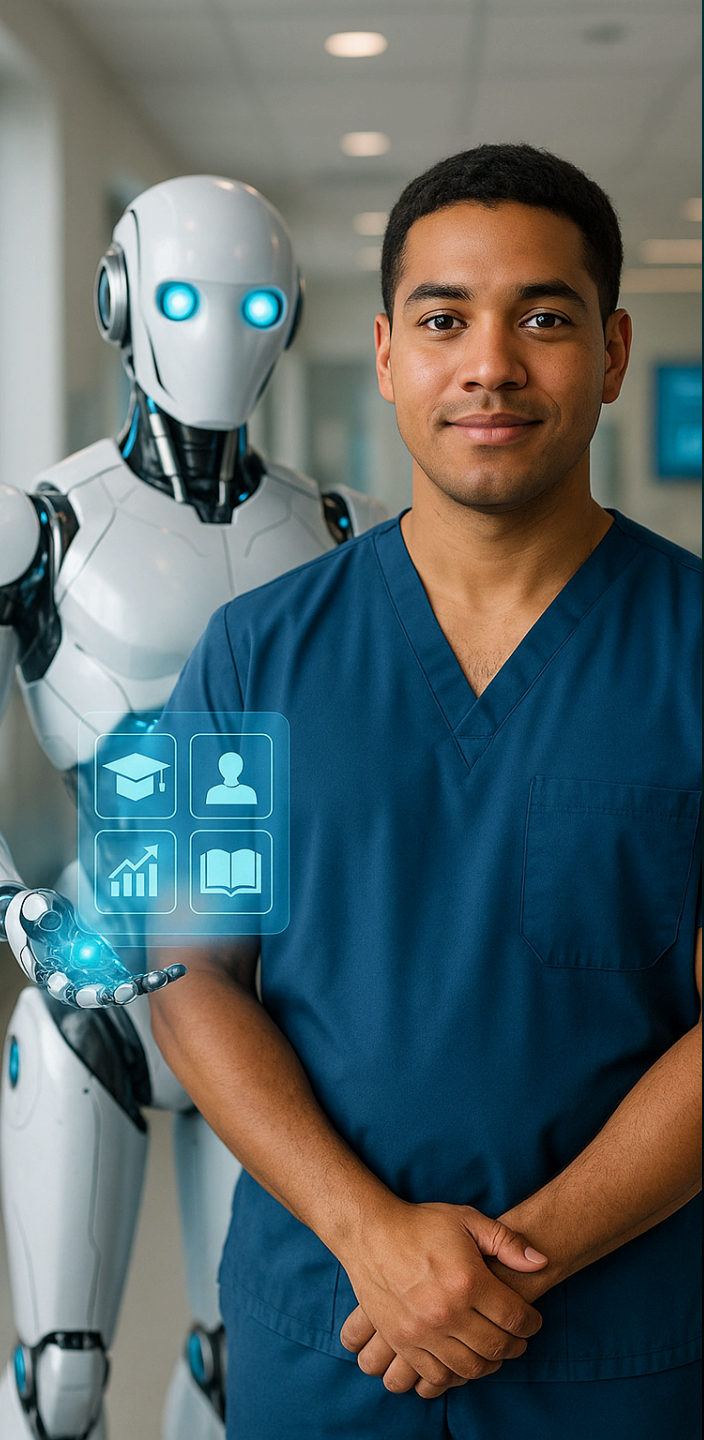**Well-being Domain:** Financial / Emotional

What It Is:

A CustomGPT trained on your health center's org structure, job titles, career ladders, core competencies, and development practices that helps employees understand how to grow within the organization – helping improve career satisfaction and enhance financial well-being.

How it Works:

Employees enter their job title, career aspirations and other relevant information to help create a realistic development and career pathing plan.

The bot is inquisitive, tailoring recommendations for skill-building pathways, certification options, mentors, or lateral moves.

Offers insights and guidance on how to discuss ambitions and build buy-in with managers.

Career Growth & Development GPT

Well-being Domain: Emotional / Financial

Why It Supports Well-Being:

Supports employee growth opportunities by demystifying and creating transparency and awareness about promotion pathways.

Builds a stronger sense of purpose and future stability with the organization.

Helps employees engage in self-development and financial planning to support their growth and to assess future earning potential.

Real-World Example:

A receptionist looking to become an outreach coordinator could be guided to relevant trainings, job shadowing options, and an estimated timeline for achieving the role – with budget planning tools embedded. She could be provided initial conversation guidance to assess support and alignment, along with continued support throughout her development journey.

Digital EAP / Personal Life Navigator GPT

Well-being Domain: Emotional / Financial

What it is:

A confidential, conversational AI assistant that acts like a digital EAP– helping employees navigate life stressors while connecting them to organizational or external resources.

How It Works:

Employees describe a life challenge ("I'm overwhelmed with caregiving and bills").

The AI offers empathy, helps identify needs, and then connects them to relevant resources (tuition support, time off policies, local food banks).

Avoids risky advice (no legal/clinical recs); encourages contact with HR or EAP where appropriate.

Optionally includes anonymous journaling or mood tracking.

Why It Supports Well-Being:

Employees may not feel comfortable sharing personal challenges with HR or counselors they don't know.

Centralizes wellness offerings in a safe, private space.

Builds trust by providing unbiased, accessible guidance.

Real-World Example:

An employee facing eviction might receive a set of community housing support links + a reminder of their emergency loan options through the employer – without ever needing to disclose this to their manager.

Health & Habit GPT Coach

Well-being Domain: Physical / Emotional

What It Is:

A wellness companion GPT that helps employees define and reach health goals – physical activity, nutrition, sleep, or stress reduction – in a personalized, interactive way.

It can be used to support physical/emotional well-being challenges or on-going support for comprehensive wellness.

How It Works:

Employees define a goal: "I want to lose 10 lbs" or "I want to sleep better."

The GPT builds small, achievable weekly plans: meal suggestions, grocery lists, walking routines.

Starts each day with check-ins ("How are you feeling today?") and adapts based on progress.

Integrates budget-friendly options, especially helpful for lower-income staff.

Health & Habit GPT Coach

Well-being Domain: Physical / Emotional

Why It Supports Well-Being:

Improves physical health in a way that feels personal and achievable.

Provides easy to follow instructions to enhance knowledge and build better well-being behaviors.

Creates sustainable habits with accountability.

Real-World Example:

A physician working 10-hour shifts could receive guidance on after-work stretching routines, grocery list to support provided recipes for meal prepping ideas, and sleep tips that work with their irregular schedule.

Stay Informed

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Conor Grenan, Ruben Hassid, Ethan Mollick, Edward Frank Morris, David Green

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Streaming Audio

AI-volution: Redefining HR, Digital HR Leaders, AI for HR: AI Ignition, AI Chat, Last Week in AI, The ChatGPT Report

Questions
&
Discussion

Connect with me

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AVP - People & Culture
Evara Health

QUESTIONS

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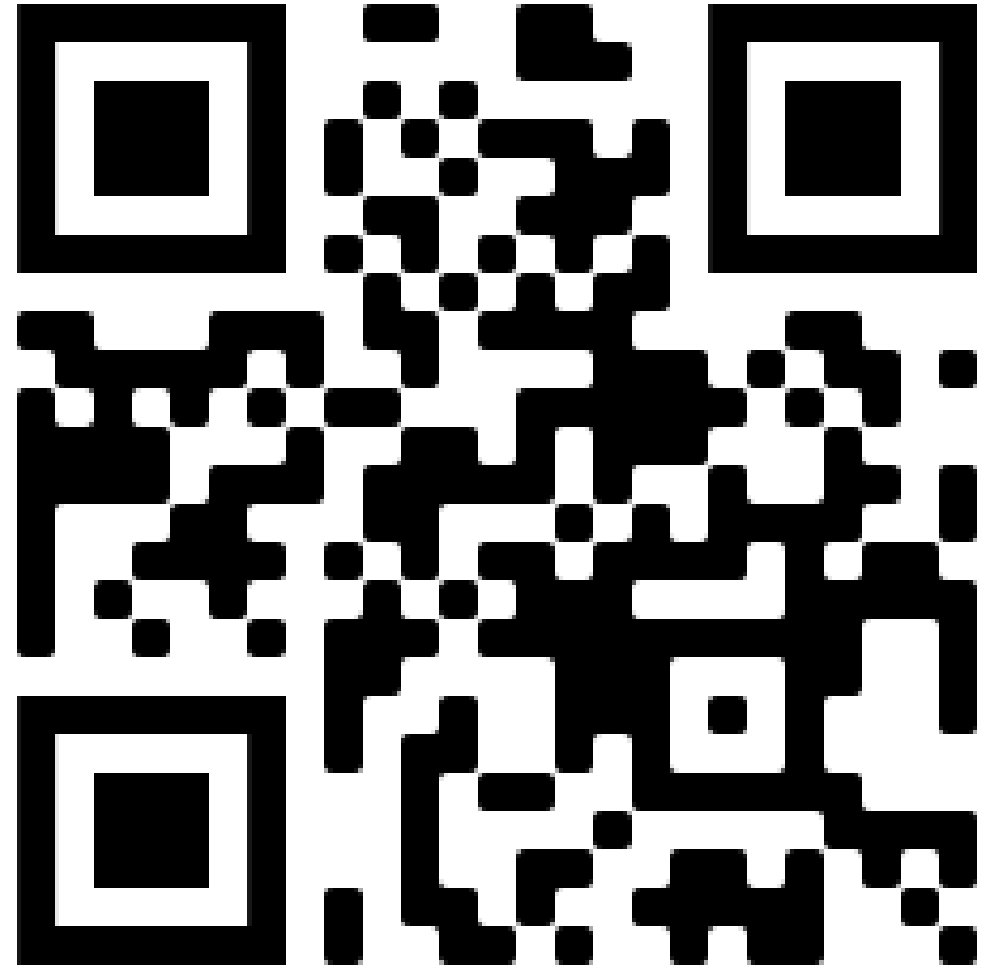
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