



GPT Innovation Team Training – Core Module

Module Title: AI @ Tractor Supply – Purpose, Ethics & Culture

Module Overview

Welcome to the foundation of our GPT Innovation Team. This module will ground you in the mission behind our AI efforts and prepare you to build, test, and lead with purpose. You'll learn how Tractor Supply's values translate into the way we use AI, and how every interaction with our GPT agent should reflect our culture of professionalism, servant leadership, and practical innovation.

Learning Objectives

By the end of this module, you will be able to:

1. Describe the mission and objectives of Tractor Supply's GPT initiative
 2. Explain how our GPT agent works (RAG = Retrieval-Augmented Generation)
 3. Identify and apply our 4 AI guardrails: **friendly, moral, professional, clear**
 4. Use the 5-question governance lens to evaluate prompts, SOPs, and outputs
 5. Understand your role in building a smarter, people-centered knowledge agent
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Part 1: Why Are We Doing This?

“Knowledge walks out the door every day. Some of it retires. Some transfers. Some burns out. Our GPT agent is here to preserve that knowledge, empower our teams, and help people make faster, smarter decisions - on any shift, in any department, without waiting on an SME.”

We're building a “virtual” teammate that:

- Speaks like us
- Respects people
- Helps without judgment
- Never stops improving

This is how we future-proof leadership and raise the floor for every team member.

Part 2: How Does the GPT Agent Work?

We use a model called **Retrieval-Augmented Generation (RAG)**. Here's how it works in 30 seconds:

- You ask a question (prompt)
- GPT searches structured files in our database (not just public AI knowledge)
- It pulls the right content chunks, thinks about your request, and writes an answer
- If trained well, it gives you instant guidance that feels like a real supervisor or SME

Your job: Help us feed it the right knowledge, tone, and workflows.

Part 3: Our 4 GPT Guardrails

<u>Guardrail</u>	<u>Description</u>
Friendly	Helpful, encouraging, down-to-earth - like a good coach
Moral	Never manipulative, biased, or disrespectful
Professional	Clear, respectful, appropriate for all levels
Clear	Straightforward answers that guide action (not jargon or fluff)

Part 4: The 5-Question Governance Lens

Before you approve or publish anything (prompt, SOP, etc), ask:

1. Does this reflect Tractor Supply's values and culture?
2. Is it moral, respectful, and unbiased?
3. Would I feel good if this answer was given to my team?
4. Is it helpful, friendly, and professional?
5. Is it accurate and easy to understand?

If the answer is "no" to any of those - don't publish it. Fix it or escalate it.

Part 5: Our Operating Rhythm

You're part of a high-performing team. Here's how we work:

<u>Cadence</u>	<u>What Happens</u>
Weekly	Stand-ups to share wins, blockers, and progress
Bi-weekly	Governance review board
Monthly	KPI and impact report

Cadence

What Happens

Quarterly

Showcase + R&D demo day

Keep your momentum. Stay aligned. Communicate like a pro.

Practice Activity

Review the 2 prompts below. For each one, decide:

A) Does it pass all 5 questions?

B) If not, how would you fix it?

Prompt A:

"Just log the issue. Don't worry about the reason."

Prompt B:

"To help the next shift understand what went wrong, please provide a brief summary of the issue, what caused it, and what action was taken."

How would you use the AI sandbox to help you ensure your prompt meets all 5 criteria?

Quiz (Knowledge Check – 6 Questions)

1. What is the core purpose of Tractor Supply's GPT initiative?
 - a. Replace supervisors with AI
 - b. Preserve knowledge and support people ☒
 - c. Automate safety audits
 - d. Replace SOP documents
2. What does RAG stand for in GPT design?
 - a. Reactive AI Generator
 - b. Rational Answer Generator
 - c. Retrieval-Augmented Generation ☒
 - d. Robotic Automation Guide
3. Which of the following violates our tone guidelines?
 - a. "Here's a step-by-step guide to help you."
 - b. "Log it and move on - nobody cares." ☒
 - c. "To improve it, follow these tips."
 - d. "Try using this method instead."
4. Which of these is NOT one of our 4 AI guardrails?
 - a. Friendly
 - b. Moral

- c. Fast ☒
- d. Professional

5. Why is the governance lens important?
- a. It helps avoid lawsuits
 - b. It ensures every output reflects our standards ☒
 - c. It makes the agent sound robotic
 - d. It speeds up deployment
6. If a prompt is accurate but cold and rude, what should you do?
- a. Approve it anyway
 - b. Add more facts to it
 - c. Flag it and rewrite it ☒
 - d. Send it to IT

Reflection Prompt

“What’s one everyday leadership challenge that this GPT agent could help solve at our DC?”

Learners submit a short paragraph response to the “File Share” section of TractorOps.com platform. The title of the file should be formatted as “CoreMuduleJohnDoe.doc”



Completion Badge

Badge Name: "GPT Team Certified – Core Standards"

Requirements: Complete the lesson, pass quiz, and submit reflection or practice activity.