



# GPT Innovation Team Training – Module 3

**Module Title: Prompt Like a Pro:** Designing Smart Questions & Powerful Actions

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## Module Overview

This module teaches you how to design clear, useful prompts and build multi-step actions that guide our GPT agent to deliver real results. You'll be building smart tools that will help warehouse leaders, supervisors, and team members solve problems in real time.

You are giving the agent its voice and its power.

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## Learning Objectives

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

1. Write clear, role-based prompts that guide GPT to respond accurately
  2. Use a simple framework to break down any request: Role → Context → Task
  3. Build multi-step actions that combine instructions, tools, and follow-ups
  4. Test and refine prompts using sandbox feedback
  5. Identify when a prompt needs to escalate or defer to a human
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## Lesson Content

### Part 1: What's a Prompt?

A prompt is how you “talk” to GPT. It's a short, structured instruction that tells the agent:

- Who it's responding as
- What it needs to know
- What you want it to do
- How you want the answer delivered

#### Bad prompt:

“Write an SOP.”

### Good prompt:

“Act as a DC trainer. Write a 3-step SOP for supervisors on how to respond to a team member reporting a minor injury. Be professional, clear, and supportive.”

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## Part 2: The Prompt Formula – RCTT

Use the Role → Context → Task → Tone method:

| <u>Prompt Element</u> | <u>What it Does</u>     | <u>Example</u>                                |
|-----------------------|-------------------------|-----------------------------------------------|
| Role                  | Tells GPT who to act as | “You are a DC Safety Trainer...”              |
| Context               | Gives background info   | “...creating training for new supervisors...” |
| Task                  | Defines the action      | “...write a 5-step safety checklist...”       |
| Tone                  | Sets the voice          | “...friendly, clear, and professional.”       |

This helps GPT stay grounded, relevant, and useful.

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## Part 3: What’s an Action?

An action is a multi-step GPT flow. It might:

- Ask follow-up questions
- Trigger a tool (like a checklist or SharePoint file)
- Summarize, send, or store the result

Actions turn prompts into smart workflows.

### Example:

**Prompt:** “Create a team huddle script focused on safety.”

### Action:

1. Ask: “What’s the safety issue you’re focusing on?”
  2. Generate the script
  3. Offer a download or email option
  4. Log the topic to a tracking sheet
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## Part 4: Test, Refine, Improve

Even good prompts can improve over time. Use this checklist to test:

| <u>Question</u>                         | <u>Check</u> |
|-----------------------------------------|--------------|
| Did GPT answer the right question?      | Y/N          |
| Was the tone professional and helpful?  | Y/N          |
| Was the answer too vague or too long?   | Y/N          |
| Could a new user understand and use it? | Y/N          |
| Does it need a second step or tool?     | Y/N          |

If it fails in any of these areas - revise and retest.

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## Practice Activity

### Task:

Choose one of the following GPT use cases and build a prompt using the RCTT format. Then submit your tested version.

- “Help a supervisor document a coaching conversation”
- “Create a checklist for staging loads”
- “Draft a 3-step process for reporting a damaged item”

### Steps:

1. Write your prompt using Role → Context → Task → Tone
  2. Test it in the sandbox
  3. Revise if needed
  4. Upload final version to your team folder using the file name: Prompt\_[YourTopic]\_v1
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### Quiz (Knowledge Check – 6 Questions)

1. What does the “Role” in RCTT do?
  - a. It tells GPT what to return
  - b. It defines what the prompt should sound like
  - c. It tells GPT who to act as 
  - d. It lists the process steps
2. Which of these is the most complete prompt?
  - a. “Explain shrink.”
  - b. “Act like a warehouse trainer. Explain shrink to a new employee in 3 simple steps using a friendly tone.” 
  - c. “Tell me about shrink but make it quick.”
  - d. “Shrink instructions.”

3. What's an "action" in GPT development?
    - a. A saved document
    - b. A style of quiz
    - c. A multi-step prompt that includes tools or responses 
    - d. A command to erase a prompt
  4. When should you revise a prompt?
    - a. When it gives a helpful answer
    - b. When it's too long or off-topic 
    - c. When it uses bullet points
    - d. When the tone is professional
  5. What does "tone" control in a GPT prompt?
    - a. The action steps
    - b. The context
    - c. The sound of the answer 
    - d. The accuracy of the SOP
  6. Which of the following is a valid tone setting?
    - a. Angry and sarcastic
    - b. Casual and careless
    - c. Friendly and professional 
    - d. Cold and robotic
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## Reflection Prompt

"Think of a time you asked someone for help at work and got either a really bad or really great answer. What made the difference - and how can GPT learn from that?"

Submit your reflection using the Sandbox Reflection Form.

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## Completion Badge

**Badge Name:** *"Prompt & Action Architect – Level 1"*

**Requirements:**

- Pass quiz
- Submit 1 prompt with revision
- Complete reflection